



Health Services
LOS ANGELES COUNTY

Los Angeles County
Board of Supervisors

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John R. Cochran III
Chief Deputy Director

William Loos, MD
Acting Senior Medical Officer

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*To improve health
through leadership,
service and education.*



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November 8, 2006

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**JOINT RECOMMENDATION TO APPROVE AMENDMENT NUMBER
THREE TO CONTRACT NO. 75245 WITH GLOBAL 360, INC. FOR
ON-SITE MEDICAL RECORD AND ASSOCIATED DOCUMENT
IMAGING SERVICES
(1st District) (3 Votes)**

CIO RECOMMENDATION: ☒ APPROVE [] APPROVE WITH MODIFICATIONS
[] DISAPPROVE

IT IS JOINTLY RECOMMENDED BY THE DEPARTMENT OF HEALTH
SERVICES AND THE INFORMATION SYSTEMS ADVISORY BODY THAT
YOUR BOARD:

Approve and instruct the Mayor to sign the attached Amendment Number Three (Amendment) to Contract No. 75245 (Agreement) between the County of Los Angeles (County) and Global 360, Inc. (Global 360) to provide, among other things, interim on-site medical record and associated document imaging services and interim electronic document management hosting services to the Department of Health Services (DHS), at additional rates, effective upon the date of Board approval. The Amendment will increase the total maximum contract sum by \$3,000,000, for a total maximum contract amount of \$ 21,730,000. The Amendment will not modify the term of the Agreement.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

By approving this recommended action and signing this Amendment, your Board will approve Global 360 to do, in summary, the following:

1. Image and digitize Los Angeles County + University of Southern California (LAC+USC) Healthcare Network's (HCN) patient medical records and other associated documents on-site at the various LAC+USC HCN facilities,
2. Make such medical records and other associated documents available electronically for future retrieval until such time as DHS Electronic Document Management (EDM) solution is fully implemented, and
3. Assist DHS in transferring such medical records and other associated documents to DHS EDM solution.

LAC+USC's Replacement Facility is scheduled to be completed in April 2007, with occupancy scheduled for November 2007. One of the basis-of-design assumptions for the new Replacement Facility is that there would be a paperless environment, so there is no planned space for medical record storage. To address the shortage of space for medical records, this Amendment will provide an interim solution for scanning and digitizing medical records and associated documents at LAC+USC HCN and making such medical records and associated documents available electronically, as more fully described below.

California State licensing requires LAC+USC HCN to have active medical records available and accessible in a timely manner. In order to meet this requirement for the new Replacement Facility, DHS has determined that LAC+USC HCN must image one year's worth of medical records (i.e., medical records for patients treated from November 2006 to November 2007) before beginning to treat patients at the new Replacement Facility in November 2007. When a patient whose last visit was prior to November 2006 receives care at the new Replacement Facility, a full copy of that patient's medical records will be imaged at that time.

To ensure that one-year active medical records will be available and accessible when LAC+USC Medical Center moves into the new Replacement Facility in November 2007, medical records imaging for LAC+USC HCN must start as soon as possible and begin with discharges or visits on November 1, 2006.

DHS has a strategy for an Electronic Document Management (EDM) solution, and LAC+USC HCN is implementing a Patient-related Electronic Document Imaging Management solution for use with patient, clinical, administrative, and financial processes. DHS EDM solution involves implementing QuadraMed Corporation's Quantim Electronic Document Management (Quantim EDM) system, which was included within Amendment Number Six of County Agreement 72190, approved by your Board on July 18, 2006. LAC+USC HCN targets Quantim EDM to be fully implemented in August 2007, which will not permit LAC+USC HCN to use the Quantim EDM to meet the above-referenced California State licensing requirements. During the implementation period, County staff will be hired and trained to perform the ongoing document preparation and imaging services using the Quantim EDM.

Further, medical records imaging and associated services for LAC+USC HCN must be performed on-site at LAC+USC's facilities because LAC+USC Healthcare Network Policy Number 400 (effective date April 19, 2005, Health/Medical Record) states that "Original health/medical records and/or films shall not be removed from LAC+USC Healthcare Network component facility of origin except in accordance with the law".

This Amendment will provide LAC+USC HCN with an interim solution for on-site medical record preparation, scanning, quality assurance, image transfer, image storage, and hosting into Global 360's own electronic document management system until the Quantim EDM is fully implemented in August 2007. Also, at that time, Global 360 will migrate the imaged documents to Quantim EDM.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Amendment supports County Strategic Plan Goals No. 1: Service Excellence; No. 2: Workforce Excellence; No. 3: Organizational Effectiveness; and No. 4: Fiscal Responsibility by providing responsive, efficient and high quality public service through teamwork and collaboration.

FISCAL IMPACT/FINANCING

The medical record imaging and associated services in this Amendment will cost \$3,000,000, which is the amount DHS estimates to provide the document imaging and associated services for the twelve month period preceding the opening of the new Replacement Facility. Funding of \$2,250,000 is included in LAC+USC HCN Fiscal Year (FY) 2006-07 Final Budget; and the remaining \$750,000 obligated under this Amendment will be requested in LAC+USC HCN FY 2007-08 budget request. The maximum County obligation for this Agreement for all participating Departments is \$21,730,000.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

On March 15, 2005, your Board approved the Agreement between County, for the benefit of its Information Systems Advisory Body (ISAB), and Global 360 under Global 360's then name of ieStream, Inc., to provide similar services off-site for the Probation Department, District Attorney, and Sheriff's Department. On November 9, 2005, your Board approved Amendment Number One to the Agreement to provide similar services off-site and to add microfiche conversion services for the Departments of Public Social Services (DPSS). On June 20, 2006, your Board approved Amendment Number Two to the Agreement to provide similar services off-site for the Alternate Public Defender and Public Defender.

Global 360 will not be asked to perform services that exceed the scope of work and remaining term of the Agreement without Board approval of a subsequent amendment to the Agreement.

County is authorized under California Government Code Section 31000 to contract for special services, including the services described in the Agreement and this Amendment.

This Amendment has been approved as to form by County Counsel. County's Chief Information Office recommends approval of this Amendment (see attached analysis).

CONTRACTING PROCESS

The Agreement between County, for the benefit of ISAB, and Global 360 was based upon a competitive solicitation process and is being amended to include on-site medical records and associated document imaging services for DHS. The Agreement currently provides imaging and conversion services for the District Attorney, Alternate Public Defender, Public Defender, DPSS, and the Probation and Sheriff's Departments.

DHS requires the medical records and associated documents be imaged and digitized on-site and rules and regulations governing treatment of medical records require Global 360 to obtain additional expertise to perform the services under this Amendment. Accordingly, additional rates were negotiated with Global 360 for this Amendment.


IMPACT ON CURRENT SERVICES (OR PROJECTS)

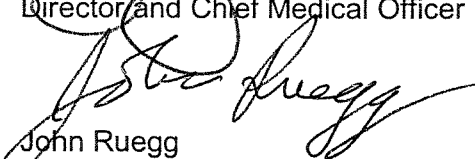
Approval of this Amendment will allow LAC+USC HCN to scan the medical record and associated documents and provide the information in a digitized form all on an interim basis in progress toward full implementation of DHS EDM solution.

CONCLUSION

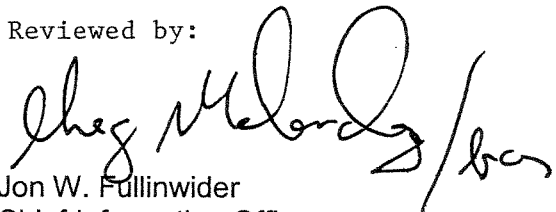
When approved, DHS and ISAB request that the Board provide DHS with four (4) signed copies of the Board's action.

Respectfully submitted,


Bruce A. Chernof, MD.
Director and Chief Medical Officer


John Ruegg
Director, Information Systems Advisory Body

Reviewed by:


Jon W. Fullinwider
Chief Information Officer

BAC:sd

Attachments

c: Information System Commission
Chief Administrative Officer
Chief Information Officer
County Counsel
Director of Internal Services
Executive Officer, Board of Supervisors

CIO ANALYSIS

**JOINT RECOMMENDATION TO APPROVE AMENDMENT NO.3
TO CONTRACT NO. 75245 WITH GLOBAL 360, INC. FOR ON-SITE
MEDICAL RECORD AND ASSOCIATED DOCUMENT IMAGING SERVICES
(1st District) (3 Votes)**

CIO RECOMMENDATION: ☒ **APPROVE** ☐ **APPROVE WITH MODIFICATION**
 ☐ **DISAPPROVE**

Contract Type:

☐ **New Contract** ☒ **Contract Amendment** ☐ **Contract Extension**
☐ **Sole Source Contract** ☐ **Hardware Acquisition** ☐ **Other**

New/Revised Contract Term: **Base Term:** N/A Yrs **# of Option Yrs** _____

Contract Components:

☐ **Software** ☐ **Hardware** ☐ **Telecommunications**
☒ **Professional Services**

Project Executive Sponsor: Pete Delgado, Chief Executive Officer

Budget Information :

Y-T-D Contract Expenditures	\$ N/A
Requested Contract Amount	\$ 3,000,000
Aggregate Contract Amount	\$ 21,730,000

Project Background:

Yes	No	Question
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is this project legislatively mandated?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Is this project subvented? If yes, what percentage is offset?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project/application applicable to (shared use or interfaced) other departments? If yes, name the other department(s) involved? The scanning services acquired under this agreement are being used by five other County Departments. There is also a potential need for these services in the other medical centers within DHS.

Strategic Alignment:

Yes	No	Question
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project in alignment with the County of Los Angeles Strategic Plan?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Is this project consistent with the currently approved Department Business Automation Plan?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project's technology solution comply with County of Los Angeles IT Directions Document?
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Does the project technology solution comply with preferred County of Los Angeles IT Standards?
<input type="checkbox"/>	<input checked="" type="checkbox"/>	This contract and/or project and its milestone deliverables must be entered into the Information Technology Tracking System (ITTS).

Project/Contract Description:

This Amendment No. 3 to the Global 360, Inc. (Global 360) Agreement provides the Department of Health Services' (DHS) - Los Angeles County + USC Healthcare Network (HCN) with the following services:

1. Temporary onsite professional services to prepare medical record documents for scanning;
2. Temporary onsite professional services to scan, index and verify the quality of imaged patient medical records for the medical center and health centers within the network; and
3. Hosting services for the Contractor's Electronic Document Management (EDM) System which will be used to maintain the digitized records and make them retrievable using a web-browser.

Following the implementation of the Quantim EDM application, DHS' permanent EDM solution, the medical records maintained within the Global 360 document management system will be migrated into the Quantim EDM application.

Background:

These services are critical to the LAC+USC HCN's preparations for the opening of the LAC+USC Replacement Facility (Replacement Facility). The design assumptions of the hospital anticipated the use of a fully electronic medical record, which allowed the elimination of all storage for the traditional paper medical records.

The new Replacement Facility is scheduled to be completed in April 2007, with occupancy scheduled for November 2007. This Amendment will provide an interim solution for scanning and digitizing medical records and associated documents at LAC+USC HCN and making such medical records and associated documents available electronically, pending the full implementation of the ongoing EDM solution.

California State licensing requires LAC+USC HCN to have active medical records available and accessible in a timely manner. In order to meet this requirement for the Replacement Facility, DHS has determined that LAC+USC HCN must image one year's worth of medical records (i.e., medical records for patients treated from November 2006 to November 2007) before beginning to treat patients at the new hospital in November 2007.

This Amendment will require the Contractor to scan and index all inpatient discharges and outpatient visits occurring from November 1, 2006 through October 31 2007. When a patient receives care at the Replacement Facility whose last visit was prior to November 2006, a full copy of that patient's medical records will be scanned and indexed at the time of service.

DHS has developed a strategy to address the lack of a commercially available comprehensive Electronic Medical Record to support the patient care activities in the Replacement Facility. The LAC+USC HCN is implementing a Patient-related Electronic Document Imaging Management solution to support patient care, administrative, and financial processes. DHS' EDM solution involves implementing QuadraMed Corporation's Quantim Electronic Document Management (Quantim EDM) system, which was included within Amendment No. 6 of County Agreement 72190, approved by your Board on July 18, 2006. LAC+USC HCN's project plan schedules the Quantim EDM to be fully implemented by August 2007. This schedule will not permit LAC+USC HCN to use the Quantim EDM to meet the above-referenced California State licensing requirements. During the Quantim EDM implementation period, County staff will be hired and trained to perform the ongoing document preparation and scanning services using the Quantim EDM. Following the implementation of the Quantim EDM, the medical records maintained within the Global 360 document management system will be migrated into the Quantim EDM application.

Project Justification/Benefits:

As referenced above, these services are critical to the LAC+USC HCN's preparations for the opening of the LAC+USC Replacement Facility. The design assumptions of the hospital anticipated the use of a fully electronic medical record, which allowed the elimination of all storage for the traditional paper medical records. In order to meet the California licensing requirement, the LAC+USC HCN must image one year's worth of medical records (i.e., medical records for patients treated from November 2006 to November 2007) before beginning to treat patients at the new hospital in November 2007.

Approval of this Amendment No. 3 provides DHS with a timely solution for document preparation, scanning and hosting of an EDM application, with a contractor that has demonstrated his capability in providing similar services to six (6) other County departments (Sheriff, District Attorney, Probation, Public Defender, Department of Public Social Services and Alternate Public Defender). The existence of this Agreement, which was expanded to function as a Master Agreement with Board approval of Amendment No. 2, allows DHS to move quickly to acquire the onsite services required to support the scheduled opening of the Replacement Facility.

This Amendment allows the LAC+USC HCN to begin scanning the medical records inpatient discharges and outpatient visits occurring November 1, 2006, within 30-days of your Board's approval of Amendment No. 3 of the Global 360 Agreement. The digitizing of the records provides immediate benefits to the LAC+USC HCN. After the scanning begins, imaged medical records will be available to the Health Information Management (HIM) staff even when the hardcopy medical record is not available. This has the potential of improving operations before the project is completed.

Project Metrics

The Amendment identifies specific estimates of the volume of medical records to be scanned on a daily basis, by area. It also stipulated a specific timeframe for the vendor to complete the document preparation, scanning, indexing and quality review process. The vendor is also to provide daily reports reflecting their progress, and listing records/documents that fall in a series of County defined exception categories.

Impact On Service Delivery Or Department Operations, If Proposal Is Not Approved

The proposed Amendment No. 3 to the Global 360 Agreement is a critical component to DHS' ability to begin operations in the Replacement Facility using a minimum number of paper records. The digitizing of the records also provides immediate benefits to the LAC+USC HCN by improving the availability of patient records. After the scanning begins, imaged medical records will be available to the Health Information Management (HIM) staff even when the hardcopy medical record is not available. This has the potential of improving operations before the project is completed.

Alternatives Considered:

DHS investigated the capability of other vendors to provide both the imaging services and the interim web-browser accessible document management system required by the LAC+USC HCN. Although there were other vendors that could provide the imaging services, their ability to provide the interim document management system was not available in a timeframe that supported the urgency of this project. Global 360 was available through a master agreement in which they have already agreed to the County's agreement terms and conditions. Additionally, Global 360 committed to providing the required EDM system for this project.

Project Risks:

Global 360 has demonstrated their ability to perform similar services and provide a repository (an interim document management system) with six (6) other County Departments.

Charges under this Agreement are incurred on a per imaged document basis. If the estimated volumes on which the funding requirements were based are too low, additional funding and an amendment to the Agreement will be required.

Risk Mitigation Measures:

The Amendment identifies specific estimates for the volume of records by area and timeframe for the vendor to complete the document preparation, scanning, indexing and quality review process. This will require close and routine monitoring of the vendor's performance and the charges. The Agreement also requires the vendor to notify the County when 75% of the Agreement maximum has been invoiced. This will allow sufficient time to identify funding and to amend the Agreement, if required.

Financial Analysis:

The medical records imaging and hosting services provided in this Amendment will cost \$3,000,000, which DHS estimates as the requirement to image and maintain medical records for inpatient discharges and outpatient visits from November 1, 2006 to October 31, 2007.

This Amendment increases the maximum County obligation for this Agreement, for all participating Departments, to \$21,730,000. Funding of \$2,250,000 is included in LAC+USC's Fiscal Year (FY) 2006-07 Final Budget; and the remaining \$750,000 obligated under this Amendment will be requested in DHS' LAC+USC Fiscal Year 2007-08 Budget Request.

Funding for the agreements is based on estimated inpatient discharges, emergency room visits and outpatient visits for the LAC+USC HCN and estimates of the average number of documents in the medical records for the respective areas. Charges under this Amendment are accrued on a per document basis. If the number of discharges or visits is low or if the estimated average size of the medical records is low, additional funding will be required and the Agreement must be amended to increase the Agreement's maximum County obligation.

CIO Concerns:


None.

CIO Recommendations:

Based on our review of this Amendment and the Board letter, I recommend your Board's approval of the recommended action.

CIO APPROVAL

Date Received: 10/24/2006

Prepared by: Jonathan Williams Jr. 

Date: 10/26/2006

Approved: 

Date: 10/26/2006

AMENDMENT NUMBER THREE

**DOCUMENT IMAGING AND MICROFILM CONVERSION
SERVICES CONTRACT**



BY AND BETWEEN

THE COUNTY OF LOS ANGELES

AND

GLOBAL 360, INC.

**AMENDMENT NUMBER THREE
TO THE DOCUMENT IMAGING AND MICROFILM CONVERSION SERVICES
CONTRACT NUMBER 75245**

This Amendment Number Three to that certain Contract Number 75245 for the provision of Document Imaging and Microfilm Conversion Services dated March 16, 2005, as modified by Amendment Number One, dated November 9, 2005, and Amendment Number Two, dated June 20, 2006 (as so amended, and as amended hereby, hereinafter collectively "Contract"), is entered into this ____ day of _____, 2006 by and between the County of Los Angeles (hereinafter "County") and Global 360, Inc. (hereinafter "Contractor") for Contractor to provide Document Imaging and Microfilm Conversion Services to County's Department of Health Services' ("DHS")- Los Angeles County + University of Southern California Healthcare Network("LAC+USC HCN").

WHEREAS, DHS desires to receive from Contractor, and Contractor has agreed to provide to County's Department of Health Services the Document Imaging and Microfilm Conversion Services for LAC+USC HCN; and

WHEREAS, County and Contractor desire to amend the Contract to extend the scope of work hereunder to LAC+USC HCN and to increase the Contract Sum accordingly; and

WHEREAS, Sub-paragraph 8.4 (Change Notices and Amendments) of the contract provides that for any revision which affects the scope of work, period of performance, payments, or any term and condition included in the Contract, a negotiated modification to this Contract shall be executed in writing by the authorized officials of County's Board of Supervisors and Contractor.

NOW THEREFORE, in consideration of the mutual promises and covenants contained herein, County and Contractor agree as follows:

1. The Contract Number 75245 between County and Contractor dated March 16, 2005, as modified by Amendment Number One, dated November 9, 2005, and Amendment Number Two, dated June 20, 2006, is hereby incorporated by reference, and in all of its terms and conditions shall be given full force and effect as if fully set forth herein.
2. Paragraph 2 (Definitions) of the body of the Contract is amended to add Subparagraphs 2.18 and 2.19, which shall read as follows:
 - 2.18 DHS; Department of Health Services: County's Department of Health Services.
 - 2.19 LAC+USC HCN: Los Angeles County + University of Southern California Healthcare Network, part of DHS.

3. Sub-paragraph 5.1 of the body of the Contract is amended to read as follows:

5.1 For the services performed under this Contract, Contractor shall be paid according to the rates set forth in Exhibit B (Pricing Schedule).

For the entire term of the Contract, including the option years, the maximum Contract Sum shall not exceed:

\$1,400,000	For Alternate Public Defender
\$3,900,000	For District Attorney
\$2,800,000	For Public Defender
\$3,500,000	For Probation Department
\$2,130,000	For Department of Public Social Services
\$5,000,000	For Sheriff Department
<u>\$3,000,000</u>	For Department of Health Services
\$21,730,000	Total Contract Sum

There is no guarantee that the maximum Contract Sum will be paid during the term of the Contract.

4. Sub-paragraphs 8.56 and 8.57 are added to the body of the Contract to read as follows:

8.56 REQUIRED LICENSES, ACCREDITATIONS, ETC.

Contractor shall obtain and maintain in effect during the term of this Contract all licenses, permits, registrations, accreditations, and certificates required by all federal, state, and local laws, ordinances, rules, and regulations, which are applicable to Contractor's services under this Contract. Contractor shall further ensure that all of its officers, employees, and agents who perform services hereunder, shall obtain and maintain in effect during the term of this Contract all licenses, permits, registrations, accreditations, and certificates which are applicable to their performance hereunder. A copy of each such license, permit, registration, accreditation, and certificate required by all applicable federal, state, and local laws, ordinances, rules, regulations, guidelines, and directives shall be provided, in duplicate, to County Project Director at the applicable address set forth on Exhibit E (County's Administration).

8.57 PATENT, COPYRIGHT AND TRADE SECRET INDEMNIFICATION

8.57.1 The Contractor shall indemnify, hold harmless and defend County from and against any and all liability, damages, costs, and expenses, including, but not limited to, defense costs and attorneys' fees, for or by reason of any actual or alleged infringement of any third party's patent or copyright, or any actual or alleged unauthorized trade secret disclosure, arising from or related to the operation and utilization of the Contractor's work under this Contract. County shall inform the Contractor as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure, and shall support the Contractor's defense and settlement thereof.

In the event any equipment, part thereof, or software product becomes the subject of any complaint, claim, or proceeding alleging infringement or unauthorized disclosure, such that County's continued use of such item is formally restrained, enjoined, or subjected to a risk of damages, the Contractor, at Contractor's expense, and providing that County's continued use of the system is not materially impeded, shall either:

- Procure for County all rights to continued use of the questioned equipment, part, or software product; or
- Replace the questioned equipment, part, or software product with a non-questioned item; or
- Modify the questioned equipment, part, or software so that it is free of claims.

8.57.3 The Contractor shall have no liability if the alleged infringement or unauthorized disclosure is based upon a use of the questioned product, either alone or in combination with other items not supplied by the Contractor, in a manner for which the questioned product was not designed nor intended.

5. Exhibit A (Statement of Work) is deleted in its entirety and replaced by revised Exhibit A attached hereto as Attachment 1 and incorporated herein by reference.
6. Attachment A.1 (Contract Agencies) is deleted in its entirety and replaced by revised Attachment A.1, attached hereto as Attachment 2 and incorporated herein by reference.
7. Attachment A.2 (Estimated Volumes) is deleted in its entirety and replaced by revised Attachment A.2, attached hereto as Attachment 3 and incorporated herein by reference.

8. Attachment A.3 (Pickup and Return Location/On-Site Scanning Locations) is deleted in its entirety and replaced by revised Attachment A.3, attached hereto as Attachment 4 and incorporated herein by reference.
9. Exhibit B (Pricing Schedule) is deleted in its entirety and replaced by revised Exhibit B, attached hereto as Attachment 5 and incorporated herein by reference.
10. Exhibit E (County's Administration) is deleted in its entirety and replaced by revised Exhibit E, attached hereto as Attachment 6 and incorporated herein by reference.
11. Except as provided in this Amendment, all other terms and conditions of the Contract remain unchanged in full force and effect.

* * *

IN WITNESS WHEREOF, Contractor has executed this Amendment, or caused it to be duly executed, and County of Los Angeles, by order of the Board of Supervisors, has caused this Amendment to be executed on its behalf by the Mayor of said Board and attested by the Executive Officer-Clerk of the Board of Supervisors thereof, the day, month and year first above written.

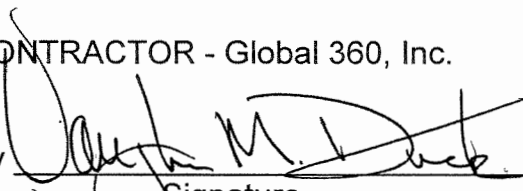
COUNTY OF LOS ANGELES

By

Mayor, Board of Supervisors

CONTRACTOR - Global 360, Inc.

By



Signature



Print Name



Title

ATTEST:

SACHI A. HAMAI
Executive Officer-Clerk
Of the Board of Supervisors

By

Deputy

APPROVED AS TO FORM:

RAYMOND G. FORTNER, JR.
County Counsel

By



Amanda M. L. Drukker

Senior Associate County Counsel

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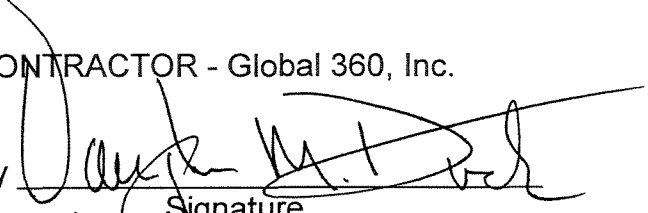
COUNTY OF LOS ANGELES

By

Mayor, Board of Supervisors

CONTRACTOR - Global 360, Inc.

By



Signature

Vaughn M. Duck

Print Name

Senior Vice President

Title

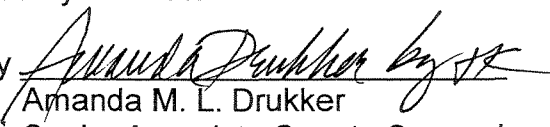
ATTEST:

SACHI A. HAMAI
Executive Officer-Clerk
Of the Board of Supervisors

By _____
Deputy

APPROVED AS TO FORM:

RAYMOND G. FORTNER, JR.
County Counsel

By 

Amanda M. L. Drukker
Senior Associate County Counsel

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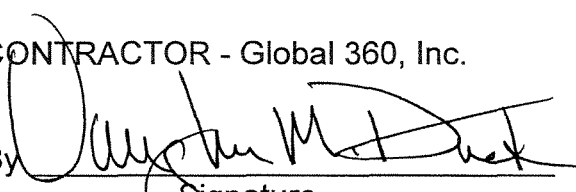
COUNTY OF LOS ANGELES

By

Mayor, Board of Supervisors

CONTRACTOR - Global 360, Inc.

By


Signature


Print Name


Title

ATTEST:

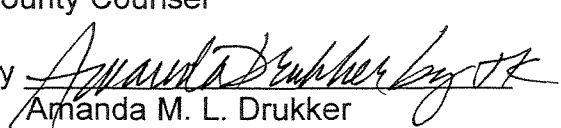
SACHI A. HAMAI
Executive Officer-Clerk
Of the Board of Supervisors

By _____
Deputy

APPROVED AS TO FORM:

RAYMOND G. FORTNER, JR.
County Counsel

By


Amanda M. L. Drukker

Senior Associate County Counsel

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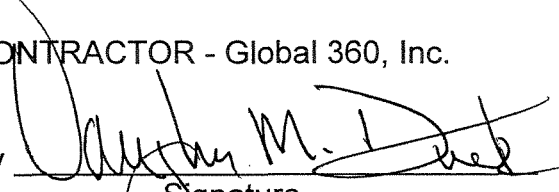
COUNTY OF LOS ANGELES

By

Mayor, Board of Supervisors

CONTRACTOR - Global 360, Inc.

By


Signature

Vaughan M. Dock
Print Name

Senior Vice President
Title

ATTEST:

SACHI A. HAMAI
Executive Officer-Clerk
Of the Board of Supervisors

By

Deputy

APPROVED AS TO FORM:

RAYMOND G. FORTNER, JR.
County Counsel

By


Amanda M. L. Drukker
Senior Associate County Counsel

EXHIBIT A

**STATEMENT OF WORK
DOCUMENT IMAGING AND MICROFILM
CONVERSION SERVICES**

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1.0 SCOPE OF WORK

Electronic document management is a strategic County initiative. In order to meet legal records retention requirements, provide timely access to clinical documentation and comply with requests from the public, government agencies, and other law enforcement agencies for information, County Departments must implement cost-effective strategies for the secure archival and retrieval of their documents.

This Statement of Work (SOW) provides the specifications and requirements to convert paper documents, microfilm and microfiche for the Sheriff, District Attorney, Public Defender, Alternate Public Defender, Probation Department, Department of Public Social Services and Department of Health Services to digital images. The documents to be imaged include, but are not limited to booking jackets, station booking reports, incident reports, arrest reports, court reports, photographs, case investigation/supervision files, patient medical records and documents including various handwritten and machine printed documents, forms and reports, financial collections files and related documents, and various loose papers. The resultant images may be maintained for a time on an electronic document repository by the Contractor and will be imported into the respective Department's document management systems and will be managed according to each Department's specific requirements.

The anticipated volumes of documents consisting of both single and double-sided pages are set forth in Attachment A.2 (Estimated Volumes) to the Contract. These volumes are averages only and are not guaranteed by the County as the minimum for each month.

In addition, certain County Departments require storage and shredding services of documents.

2.0 BACKGROUND

The Sheriff's Department maintains various booking and incident reports. The booking and incident reports that originate from the stations and custodial facilities are in hard copy format: with limited space in these stations, hard copy records and documents cannot be stored and maintained over a long period. Up until 2001, these records and documents were stored on microfilm or microfiche. Since then, the records are being stored electronically. Electronic storage of the records allows for the automated retrieval of the stored information, which is more efficient and less time consuming than retrieving the data from hard copy reports or microfilm.

The District Attorney's Office is required to maintain case files for specific periods depending on case type. Misdemeanor case files must be retained for five years, felony case files for 25 years and life-term case files indefinitely. The various documents that make up these case files are in hard copy format and are maintained in various locations throughout the County. In order to meet retention requirements and address the problem of warehousing millions of paper case files, the District Attorney's Office is implementing an electronic document management system.

The Probation Department is required to maintain Probation and Pretrial Investigation and Supervision case files and related documents that include but are not limited to arrest reports, court reports, assessment records, court orders, Probationer reporting documentation, financial collections files, payment documentation, photographs, forms and reports, including various handwritten and machine printed documents, for a period of time dependant on the document type and source. Storage of the Pretrial and Budget and Fiscal packet hard copies has been offsite at a Probation Property and Supply facility. The Adult Probation Folders are returned to Probation's Central Records Section for destruction after a Quality and Assurance check. Juvenile Probation files are stored at Probation's Central Records Section and are destroyed five years after the closing of the case. Currently, onsite retrieval of archived documents is accomplished with microfilm images. Archive volume and equipment failure, as well as improving technology, require implementation of an electronic document management system. The Probation Department plans to image Adult Probation Files (APF), Juvenile Probation Files (JPF), Pretrial Packets (PRP), and Budget and Fiscal Files (ARF, JRF, JRB).

The Department of Public Social Services' General Services Division, Special Operations Section (SOS) perform welfare case audits of all grant payments, child support payments and disbursements over the history of a case to determine the Unreimbursed Assistance Pool (UAP). The digitized images will greatly reduce the time spent in performing this function. It is the Department's intention to provide online access to the digitized images by accrual month and year, for cases where a collection and payment can occur.

The Public and Alternate Public Defender are required to maintain case files for the lifetimes of its clients. Since there is no viable method of determining those periods, the Public and Alternate Public Defender do not destroy any physical records. The various documents that make up these case files are in hard copy format and are maintained in various locations throughout the County. In order to address the problem of warehousing millions of paper case files, the Public and Alternate Public Defender are implementing an electronic document management system.

Department of Health Services current strategy is to implement an Electronic Medical Record (EMR) capability for its providers and patients. Such a system will include multiple components and processes. A key component of the overall system will be a Patient-related Electronic Document Imaging Management (PEDIM) solution for use in patient clinical, administrative, and financial processes. For this project, the focus will be on the patient medical records. Los Angeles County + University of Southern California Healthcare Network (LAC+USC HCN), part of DHS, is the first facility selected to implement the PEDIM solution. LAC+USC HCN's new replacement facility is expected to be operational by November 1, 2007. In preparation of the required move, LAC+USC HCN must scan one year's worth of medical records prior to moving to the new facility. For this reason, all inpatient discharges, emergency room, and outpatient visit medical records must be scanned into an electronic document management (EDM) system for discharged/visit dates starting November 1, 2006. DHS has contracted for QuadraMed Corporation's (QuadraMed) Quantim Electronic Document Management (Quantim EDM) system as the solution for converting medical records into electronic form for all its facilities; however, the implementation of this project at LAC+USC Healthcare

Network is projected to be completed by August 2007. LAC+USC Healthcare Network Policy Number 400 (effective dated April 19, 2005, subject Health/Medical Record) states that "Original health/medical records and/or films shall not be removed from LAC+USC Healthcare Network component facility of origin except in accordance with the law". Hence, LAC+USC Healthcare Network desires that Contractor provide on-site interim assistance in the document preparation, scanning, quality assurance, image transfer, image storage, and hosting into Contractor's own EDM software and repository (Contractor's EDM System) until the Quantim EDM is fully implemented at LAC+USC Healthcare Network.

3.0 FACILITIES AND SPECIFIC TASKS

- 3.1 With the exception of DHS, the County shall provide Contractor documents in adequately marked boxes. Each box shall be labeled with name of pickup facility, pickup date, box #, and a brief contents description. For DHS, LAC+USC HCN Health Information Management (HIM) staff shall drop off the documents at the designated area identified in Section 8.9.2 within each location identified in the onsite scanning locations section of Attachment A.3 (Pickup and Return Locations/On-Site Scanning Locations) in marked HIM provided carts for Contractor's pick up and scanning as provided in this Statement of Work. Each cart shall be labeled with the On-Site Scanning Locations, visit type of chart (Inpatient, Emergency Room, Outpatient Clinic) and date of discharge/visit with the Medical Records (as defined below) bundled therein as described in Section 8.9.2.
- 3.2 With the exception of DHS, pickup facility personnel shall create an index/transmittal sheet for each box sent for imaging. Such index shall identify each record sent for imaging. For DHS, LAC+USC HCN component facility personnel shall create an index/transmittal sheet per cart sent for imaging. Such index/transmittal sheet shall identify each record sent for imaging. Record identification will at least contain Medical Record Number, Account Number, Patient Name, Discharge/Visit date per medical record number
- 3.3 With the exception of DHS, in the event that an index/transmittal sheet for a box sent to Contractor is not found, Contractor shall produce an index/transmittal sheet of documents in the particular box at the request of the County. For DHS, in the event that an index/transmittal sheet per cart sent to Contractor is not found, Contractor shall produce an index/transmittal sheet of documents in particular cart at the request of the County.
- 3.4 The records and documents that are imaged are from various agency offices and locations. The Contractor and County shall develop a pickup and return schedule and procedure, for each Department other than DHS, based on the project requirements and during normal business hours as determined by County for the locations set forth in the Pickup and Return Locations section of Attachment A.3 (Pickup and Return Locations/On-site Scanning Locations). For DHS, the Contractor and County shall develop an on-site scanning procedure based upon the on-site scanning locations, records availability and estimated volume, delivery and turn around times described for the locations set forth in the On-site

Scanning Locations section of Attachment A.3 (Pickup and Return Locations/On-site Scanning Locations), or as otherwise notified by County.

- 3.5 Locations are subject to change based on the need of the County. County will provide Contractor with written notification prior to location change which, for DHS, shall be no less than seven (7) days prior to the effective date of such location change.
- 3.6 Prior to starting work under the Contract, the Contractor shall prepare an updated written project plan, referred to as the Project Control Document (PCD) that details all tasks, schedules and deliverables which will be reviewed by the County against the PCD submitted in the RFP. County's Project Director or Project Manager and the applicable County's (Contract) Project Manager must review and approve in writing Contractor's PCD prior to CONTRACTOR beginning work under this Agreement. All changes and modifications to the PCD shall be reviewed and approved by County's Project Director or Project Manager and the applicable County's (Contract) Project Manager. The PCD shall include, but not be limited to the following:
 - 3.6.1 Quality Assurance Plan (QAP)
 - 3.6.2 Implementation Plan
 - 3.6.3 Back-up Disaster Recovery Plan
 - 3.6.4 Project Plan using automated software, such as MS Project

4.0 QUALITY CONTROL

The Contractor shall establish and utilize a comprehensive Quality Control Plan (QCP) and Security Plan to assure the County a consistently high level of service throughout the term of the Agreement. Both Plans shall be submitted to County's Project Manager for review and approval prior to beginning work under the Agreement. The plans shall include, but may not be limited to the following:

4.1 QUALITY CONTROL PLAN

- 4.1.1 Monitoring
Contractor must include its method for monitoring the number of documents, microfiche and/or microfilm picked-up, the number of documents prepared for imaging, the number of pages imaged, and the number of documents returned.
- 4.1.2 Data Integrity and Image Clarity
Contractor shall describe its methods for maintaining the integrity of the data extracted and assuring the clarity of the scanned images.
- 4.1.3 Imaging Accuracy
Contractor shall describe its methods for meeting a ninety-nine percent (99%) accuracy of converted/scanned images which includes illegible and poor quality source documents.

4.1.4 Imaging Accuracy Variance

Contractor shall describe its method/solution for conversion/scanning of the remaining percentage (no greater than one percent (1%) of non-scanned/non-converted images.

4.1.5 Exception Report

Contractor shall describe and include a sample of its Exception Report that identifies, lists, and explains each document that was not successfully scanned or indexed or otherwise failed Contractor's internal quality control process. The report will also include the sample size of the batch that was reviewed and the number of packages in error.

4.1.6 A record of all inspections conducted by the Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to the County upon request.

4.2 SECURITY PLAN

Contractor's Security Plan, approved by County's Project Manager and the applicable County's (Contract) Project Manager, will explain the procedures to be used to prevent theft or unauthorized access to and/or dissemination of County data and documents and photographic images, sound recordings, Compact Discs, and/or DVDs. For applicable County Departments, the Security Plan will additionally explain the procedure used to assure compliance with HIPAA (as defined in Section 6.7.2 of this Statement of Work).

5.0 QUALITY ASSURANCE PLAN

The County will evaluate the Contractor's performance under this Contract using the quality assurance procedures as defined in Sub-paragraph 8.16 (County's Quality Assurance Plan) of the Contract.

5.1 MEETINGS

With the exception of DHS, Contractor is required to attend any scheduled quarterly meetings. Failure to attend will cause an assessment of fifty dollars (\$50.00). For DHS, Contractor is required to attend any scheduled weekly meetings. Failure to attend will cause an assessment of fifty dollars (\$50.00).

5.2 CONTRACT DISCREPANCY REPORT (TECHNICAL EXHIBIT 1)

5.2.1 Verbal notification of a Contract discrepancy shall be made to the County's Project Manager as soon as possible whenever a Contract discrepancy is

identified. The problem shall be resolved within a time period mutually agreed upon by the County and the Contractor.

- 5.2.2 County's Project Manager will determine whether a formal Contract Discrepancy Report shall be issued. Upon receipt of this document, the Contractor is required to respond in writing to County's Project Manager within five (5) workdays, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the Contract Discrepancy Report shall be submitted to County's Project Manager within ten (10) workdays.

5.3 COUNTY OBSERVATIONS

In addition to departmental contracting staff, other County personnel may observe performance, activities, and review documents relevant to this Agreement at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

6.0 DEFINITIONS

6.1 SHERIFF

- 6.1.1 Booking Jacket Package (BJP): This report consists of the documentation of an inmate's whole "history" while in custody at one of the Department's custodial facilities. Documents may include, but is not limited to, the booking jacket itself, booking and property record, prisoner clothing inventory, medical screening form, Removal Order for in-custody defendants, jail custody record, Criminal History Name Information, Criminal fingerprint card, jail wrist band, forms generated in court, such as Abstract of Judgment, Order for Release, Court Release, Temporary Commitment, Commitment to County Jail, and bail information. The documents are of varying sizes, paper type, and color. Every Booking Jacket Package consists of a set of six index information fields: Booking number, Booking/Arrest date, folder type, document type, first and last names.
- 6.1.2 Incident Report Package (IRP): Report is initiated as a result of a reported incident, usually out in the field, and is a documentation of the events surrounding the reported incident. The documentation may include, but is not limited to, LASD Incident Report, Crime Analysis Form-Suspect/Subject Information, Probable Cause Declaration/Arrest Review, Criminal History Name Inquiry, Consolidated Criminal History Reporting System (CCHRS) Inquiry, Urine Test Admonishment, Supplementary Loss Report, Driver History Inquiry, Juvenile Petitions, Los Angeles County Jail Booking and Property Record, and California Department of Motor Vehicle documents, such as Traffic Collision Report, Vehicle Report, and Notice of Stored Vehicle. The documents are of varying sizes, paper type and color. Each IRP consists of a set of six index information fields: Uniform

Reporting Number (URN), report date, folder type, document type, first and last names.

- 6.1.3 Station Booking Package (SBP): This report is maintained in the various stations and documents an arrestee's activities at the station. The SBP may include, but is not limited to: Jail Booking and Property Record, Wrist Band, Additional Charges and Holds Record, Los Angeles County Unified Arrestee Medical Screening, Driver History Inquiry, Criminal History Name Inquiry, Consolidated Criminal History Reporting System Inquiry, Station Jail Prisoner Classification Questionnaire, Warrant Verification Factors, Station Jail Orientation, Crime Summary, Information Probable Cause Declaration/Arrest Review and Bond information. The documents are of varying sizes, paper type and color. Each SBP has a set of six index information fields: Booking number, booking date, folder type, document type, first and last names.
- 6.1.4 Loose Papers (LSP): Consists of miscellaneous documents that may be part of booking or incident packages, but were found or maintained separately from the main report.
- 6.1.5 Sheriff's Integrated Records Retrieval and Assembly System (SIRRAS): Sheriff's Department computerized system that stores all incident and booking and other documents on electronic media, involving converting all microfiche and microfilm storage to electronic media and digital imaging of all hardcopy documents. All documents or converted microfilm images must be compatible with the SIRRAS Visiflow application. The Contractor will be responsible for any modifications to allow for compatibility.
- 6.1.6 Microfilm Reels: These reels contain Incident Reports and Booking information to be converted into digitized images using the at least two indices: Microfilm Address, and/or URN/Booking Number , and/or Date. The total number of reels are 12,249 with an average of 6000 images/reel.

6.2 DISTRICT ATTORNEY

- 6.2.1 Felony Case File (FCF): This file consists of documents related to the prosecution of a defendant charged with a felony as defined by statute. Documents include, but are not limited to: Court documents (Complaint, Information, Petition, Supplemental Petition, Pleas and Waiver forms, Arrest/Bench Warrants), police reports, DA Documents (Police Data Worksheet, Charge Evaluation Worksheet, DDA Fact Summary, Chronology, Case Declination and Referral, Pleading Instructions, Jury Selection Documents, Subpoenas, Witness List, Disposition Report), Motions, Priors (Rap Sheet, Department of Corrections Packet), Discovery Documents, Transcripts, Search Warrants/Wiretap Documents, Probation Report, Probation Violation Worksheet, Criminal fingerprint card, photographs, Scientific Reports (Autopsy, DNA, Ballistics, Fingerprints, other Lab Reports), Medical/Psychiatric Reports, Asset Forfeiture Notice, Media Reports, photographs and miscellaneous correspondence. The

documents are of varying sizes, paper type and color. Every District Attorney Case File Jacket Package consists of a set of three to four primary fields: Defendant(s) First Name, Last Name, DA Case Number, and /or Court Case Number.

- 6.2.2 Misdemeanor Case File (MCF): This file consists of documents related to the prosecution of a defendant charged with a misdemeanor as defined by statute. Documents include, but are not limited to: Court documents (Complaint, Information, Petition, Supplemental Petition, Pleas and Waiver forms, Arrest/Bench Warrants), police reports, DA Documents (Police Data Worksheet, Charge Evaluation Worksheet, DDA Fact Summary, Chronology, Case Declination and Referral, Pleading Instructions, Jury Selection Documents, Subpoenas, Witness List, Disposition Report), Motions, Priors (Rap Sheet, Department of Corrections Packet), Discovery Documents, Transcripts,

Search Warrants/Wiretap Documents, Probation Report, Probation Violation Worksheet, Criminal fingerprint card, photographs, Scientific Reports (Autopsy, DNA, Ballistics, Fingerprints, Jail Booking and Property Record, and California Department of Motor Vehicle documents, such as Traffic Collision Report, Vehicle Report, and Notice of Stored Vehicle, other Lab Reports), Medical/Psychiatric Reports, Asset Forfeiture Notice, Media Reports, photographs and miscellaneous correspondence. The documents are of varying sizes, paper type and color. Each IRP. Every District Attorney Case File Jacket Package consists of a set of six fields: Uniform Reporting three to four primary fields: Number (URN), report date, folder type, document type, first and last names. Defendant(s) First Name, Last Name, DA Case Number and/or Court Case Number.

- 6.2.3 Investigation Case File (ICF): This file contains documents related to criminal investigations conducted by the District Attorney's Bureau of Investigation. Documents include but are not limited to: Interview Reports, Arrest Documents, Evidentiary Documentation, Case Notes, Investigation Reports, photographs and miscellaneous correspondence. Every District Attorney Investigation File Jacket Package consists of a set of five primary fields: File Number, Investigator Last Name, First Name or Initial, Date Closed and Date Reopened.

- 6.2.4 Loose Papers (LSP): Consists of miscellaneous documents that may be part of booking, case file or incident packages, but were found or maintained separately from the main file.

6.3 PROBATION DEPARTMENT

- 6.3.1 The Probation File consists of a legal size file folder containing documents related to the investigation and supervision activities performed by a Deputy Probation Officer while investigating or supervising the defendant/minor.

- 6.3.1.1 The Adult Probation File (APF) contains documents that may include, but are not limited to the file folder itself, arrest reports, supervision and investigation court reports, court orders, miscellaneous court documents, financial and payment records, assessments, miscellaneous forms, computer print-outs, cards, probationer report-in records, miscellaneous handwritten documents, and photographs. The documents may be on single or double-sided paper of varying sizes, thickness, finishes, and color. A file may be several inches thick. Manila folder cover containing Probation Identifier is to be imaged as a record separator. The index for the imaged file will include the file descriptor for Adult Probation File (APF), Probation Identifier (X-Number), Last Name, First Name, and Court Case Number.
- 6.3.1.2 The Juvenile Probation File (JPF) contains documents that may include, but are not limited to the file folder itself, arrest reports, supervision and investigation court reports, court orders, miscellaneous court documents, financial and payment records, assessments, miscellaneous forms, computer print-outs, cards, probationer report-in records, miscellaneous handwritten documents, and photographs. The documents may be on single or double-sided paper of varying sizes, thickness, finishes, and color. A file may be several inches thick and include a California Youth Authority File. Manila folder cover containing Probation Identifier is to be imaged as a record separator. The index for the imaged file will include the file descriptor for Juvenile Probation File (JPF), Probation Identifier (PDJ Number), Juvenile Automated Index Number (JAIN Number), Last Name, First Name, and Court Case Number.
- 6.3.2 A Financial Services File consists of a letter size file folder with fasteners containing information regarding the restitution requirements of a defendant/minor.
 - 6.3.2.1 An Adult Restitution File (ARF) may include, but is not limited to the file folder itself, arrest reports, court reports, court orders, victim and loss lists, letters to victims, financial assessments, financial change reports, comment sheets and related forms, letters, faxes, checks, invoices, and photographs.. The documents may be on single or double-sided paper of varying sizes, thickness, finishes, and color. Folder cover containing tab displaying the Probation Identifier is to be imaged for use as a record separator. The index for the imaged file will include the file descriptor for Adult Restitution File (ARF), Probation Identifier (X-Number), Collection and Accounts Receivable System (CARS) Number, Last Name, First Name, and Court Case Number.
 - 6.3.2.2 A Juvenile Restitution File (JRF) may include, but is not limited to the file folder itself, arrest reports, court reports, court orders,

victim and loss lists, letters to victims, financial assessments, financial change reports, comment sheets and related forms, letters, faxes, checks, invoices, and photographs.. The documents may be on single or double-sided paper of varying sizes, thickness, finishes, and color. Folder cover containing tab displaying the Probation Identifier is to be imaged for use as a record separator. The index for the imaged file will include the file descriptor for Juvenile Restitution File (JRF), Centralized Restitution System (CRS) Number, Probation Identifier (PDJ Number), Last Name, First Name, and Court Case Number.

- 6.3.2.3 A Juvenile Reimbursement File (JRB) may include, but is not limited to the letter size file folder itself, court orders, Debtor letters, Account setup confirmation sheet, financial statements, pay stubs, tax forms, assessment forms, debtor letters, Chart of Detainment cost, Minor's detainment dates, Minor's court history, Financial evaluation notification letters, Personal checks, Accounts Receivable transaction forms, and refund memos. The documents may be on single or double-sided paper of varying sizes, thickness, finishes, and color. Folder cover containing tab displaying the Account Number is to be imaged for use as a record separator. The index for the imaged file will include the file descriptor for Juvenile Reimbursement File (JRB), Collection and Accounts Receivable System (CARS) Number, Probation Identifier (PDJ Number), Last Name, First Name, and Court Case Number.
- 6.3.3 Pretrial Packets (PRP) consist of stapled packets of documents pertaining to the pretrial investigation of a defendant. The packet contains uniform 8.5"x11" white bond pages, including, but not limited to, information and comment sheets, interview records, court reports, investigative reports, criminal history records, and evaluation and assessment forms. The index for the imaged file will include the file descriptor for Pretrial Packets (PRP), Application Number, Last Name, and First Name.
- 6.3.4 Microfilm reel conversion documents are contained on 36,000 reels of standard sized microfilm containing previously imaged documents of the type described in 6.3.1 – 6.3.3 above and their indices.
 - 6.3.4.1 Central Records currently has 28,380 reels of microfilmed Adult Probation Files. The index for the imaged file will include, the file Folder Type of APM (Adult Probation Files Microfilm), Probation Identifier (X-Number), Last Name, First Name, and Court Case Number.
 - 6.3.4.2 Pretrial Services currently has 5,156 reels of microfilmed Pretrial packets. The index for the imaged file will include, the file Folder Type of PRM (Pretrial Microfilm), Application Number, Last Name, and First Name.

6.3.4.3 Budget and Fiscal currently has 1,188 reels of Adult and 1,028 reels of Juvenile microfilmed files.

6.3.4.3.1 The index for the Adult Financial will include the file Folder Type of AFM (Adult Financial Services Microfilm), Probation Identifier, CARS Number, Last Name, First Name, and Court Case Number.

6.3.4.3.2 The index for the Juvenile Financial will include the file Folder Type of JFM (Juvenile Financial Services Microfilm), CRS Number, Probation Identifier, Last Name, First Name, and Court Case Number.

6.3.4.3.3 The index for the Juvenile Reimbursement will include the file Folder Type of JRM (Juvenile Reimbursement Microfilm), CARS Number, Probation Identifier, Last Name, First Name, and Court Case Number.

6.3.5 Imaged documents will be integrated into Los Angeles County Probation's online Probation Enterprise Document Management System (PEDMS). It uses Global360's Empower software.

6.4 DEPARTMENT OF PUBLIC SOCIAL SERVICES

6.4.1 Services to be provided to the Los Angeles County Department of Public Social Services (DPSS) are microfiche image recovery services that differ substantially from source document microfilming or more standard microfilm scanning services. The microfiche requiring conversion are primarily vesicular microfiche copies that are in a deteriorating condition that require recovery services in order to preserve as much of their content as possible.

In light of the deteriorating condition of the files, and the need for specific expertise to be applied to the recovery of document images, Contractor shall be exempt from restrictions on the use of subcontractors. County requires notification and the right to review subcontract labor that may be used by Contractor, but understands that there will be a need for specialized support in order to ensure that a maximum number of images are recovered from existing microfiche copies. Any subcontractor used by Contractor is subject to all of the terms and conditions agreed to by Contractor, and will be subject to the Confidentiality Agreement of the Los Angeles County Department of Social Services (DPSS). Subcontractor's employees must complete and sign DPSS Confidentiality Agreement.

In light of the content of the microfiche, County acknowledges that there is personal identifying information contained on the microfiche, Contractor's personnel must sign DPSS Confidentiality Agreements. However, in meeting the DPSS confidentiality requirements, Contractor's personnel and subcontractor personnel are not required to complete the background security clearance process put in place for the District Attorney, Sheriff and Probation Department projects.

6.4.2 Due to the specialized nature of the work to be performed County requires that its own Project Manager serve as the project point person for the duration of the recovery project. The Department of Public Social Services shall also appoint a Project Manager to ensure timely and effective communications and to resolve issues that may arise. Contractor and DPSS Project Managers will make use of verbal and email communications and will make use of the "Issues Log" referenced elsewhere in this agreement to handle and manage any and all issues that may arise during the course of the project.

6.4.3 Contractor and its qualified subcontractors shall perform the following functions:

6.4.3.1 Scan microfiche frames at 200 DPI

6.4.3.2 General Requirements: Perform image quality control to ensure that images are of the best legibility possible, and as complete as possible. DPSS acknowledges that image legibility may prove to be an issue when Contractor scans frames that are out of focus, were copied incorrectly from one copy to another, or are of low contrast from the microfiche being scanned. County further acknowledges that image legibility will have a direct effect on Contractor's ability to generate complete index information from the images. County agrees that partial indexes are acceptable and will be paid for by County.

As Contractor will be working from duplicate microfiche, of suspect quality, the overall "bad image, missing image, and lack of proper index" will materially impact the delivered product. County acknowledges that Contractor will not be able to and will not be responsible for generating readable images from areas that are "out of focus", or where the microfiche duplication process was not an "emulsion-to-emulsion" print process. Further, DPSS acknowledges that some areas on the microfiche are blank and other areas have scratches or other blemishes obscuring data. These problems may result in microfiche images that either cannot be reproduced, or where quality problems may arise.

6.4.3.2.1 At the end of the image recovery processing, Contractor shall provide a "suspect image list" of bad or missing images. These images may be addressed by County using a Contractor providing specialized Single-Event Scan Tool, ["the Scan Tool"] allowing user to process single image conversions from microfiche as they may be discovered in the future.

6.4.3.2.2 Contractor will format the delivered images into a standard single page, Group IV 2D tiff image, with specific index data required by County.

- 6.4.3.2.3 Contractor will provide DVDs when microfiche are returned. Delivery schedules will be specified at the time the Project commences, with a schedule involving a minimum of one (1) pickup per month.

6.4.3.3 Specific Requirements:

- 6.4.3.3.1 Contractor will furnish an itemized list of what was delivered as to the specific microfiche, and a description of images delivered, and will include a listing of those microfiche images that were not converted, and were not indexed.
- 6.4.3.3.2 Each Image will be considered to be of "good" and "acceptable" quality if Contractor is able to index first and last case number for a given image.
- 6.4.3.3.3 The timeline for this conversion project will be ten-to-twelve (10 – 12) months, with billing occurring on a monthly basis for work that has been delivered.
- 6.4.3.3.4 Contractor shall ensure that no unauthorized distribution or disclosure of confidential information will take place.
- 6.4.3.3.5 All electronic representations of images and index data are the sole property of County, and, at project completion, Contractor will furnish to DPSS a certification of data removal from its systems.
- 6.4.3.3.6 The microfiche count is estimated at 50,000 microfiche and the image count is estimated at 13,000,000 images. County (DPSS) will be invoiced initially for every image since Contractor will attempt to process every image whether or not the process results in acceptable, or good images, or those that could not successfully be recovered.
- 6.4.3.3.7 All delivered microfiche will have individual frames scanned. Indexing, where available, will include the following: (1) Report name and date as noted in the microfiche header (###mmddyy), (2) first and last case number on each individual frame (up to 9 numeric characters per case number), (3) X&Y fiche coordinates for each individual frame indexed (3 positions). Los Angeles County DPSS understands that its specified indexing requirements will limit [estimated to be no more than 22%], but not eliminate "false hits" in the search process, and that staff will continue to search frames in which specific case references may or may not exist. Microfiche grid coordinates are noted as follows:

Microfiche Frame Number Reference Table (Page Coordinates)

Format # 1

B01	B02	B03	B04	B05	B06	B07	B08	B09	B10	B11	B12	B13	B14	B15	B16	B17	B18
C01	C02	C03	C04	C05	C06	C07	C08	C09	C10	C11	C12	C13	C14	C15	C16	C17	C18
D01	D02	D03	D04	D05	D06	D07	D08	D09	D10	D11	D12	D13	D14	D15	D16	D17	D18
E01	E02	E03	E04	E05	E06	E07	E08	E09	E10	E11	E12	E13	E14	E15	E16	E17	E18
F01	F02	F03	F04	F05	F06	F07	F08	F09	F10	F11	F12	F13	F14	F15	F16	F17	F18
G01	G02	G03	G04	G05	G06	G07	G08	G09	G10	G11	G12	G13	G14	G15	G16	G17	G18
H01	H02	H03	H04	H05	H06	H07	H08	H09	H10	H11	H12	H13	H14	H15	H16	H17	H18
I01	I02	I03	I04	I05	I06	I07	I08	I09	I10	I11	I12	I13	I14	I15	I16	I17	I18
J01	J02	J03	J04	J05	J06	J07	J08	J09	J10	J11	J12	J13	J14	J15	J16	J17	J18
K01	K02	K03	K04	K05	K06	K07	K08	K09	K10	K11	K12	K13	K14	K15	K16	K17	K18
L01	L02	L03	L04	L05	L06	L07	L08	L09	L10	L11	L12	L13	L14	L15	L16	L17	L18
M01	M02	M03	M04	M05	M06	M07	M08	M09	M10	M11	M12	M13	M14	M15	M16	M17	M18
N01	N02	N03	N04	N05	N06	N07	N08	N09	N10	N11	N12	N13	N14	N15	N16	N17	N18
O01	O02	O03	O04	O05	O06	O07	O08	O09	O10	O11	O12	O13	O14	O15	O16	O17	O18
P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	P12	P13	P14	P15	P16	P17	P18

Format # 2

A01	A02	A03	A04	A05	A06	A07	A08	A09	A10	A11	A12	A13	A14	A15	A16	A17	A18
B01	B02	B03	B04	B05	B06	B07	B08	B09	B10	B11	B12	B13	B14	B15	B16	B17	B18
C01	C02	C03	C04	C05	C06	C07	C08	C09	C10	C11	C12	C13	C14	C15	C16	C17	C18
D01	D02	D03	D04	D05	D06	D07	D08	D09	D10	D11	D12	D13	D14	D15	D16	D17	D18
E01	E02	E03	E04	E05	E06	E07	E08	E09	E10	E11	E12	E13	E14	E15	E16	E17	E18
F01	F02	F03	F04	F05	F06	F07	F08	F09	F10	F11	F12	F13	F14	F15	F16	F17	F18
G01	G02	G03	G04	G05	G06	G07	G08	G09	G10	G11	G12	G13	G14	G15	G16	G17	G18
H01	H02	H03	H04	H05	H06	H07	H08	H09	H10	H11	H12	H13	H14	H15	H16	H17	H18
I01	I02	I03	I04	I05	I06	I07	I08	I09	I10	I11	I12	I13	I14	I15	I16	I17	I18
J01	J02	J03	J04	J05	J06	J07	J08	J09	J10	J11	J12	J13	J14	J15	J16	J17	J18
K01	K02	K03	K04	K05	K06	K07	K08	K09	K10	K11	K12	K13	K14	K15	K16	K17	K18
L01	L02	L03	L04	L05	L06	L07	L08	L09	L10	L11	L12	L13	L14	L15	L16	L17	L18
M01	M02	M03	M04	M05	M06	M07	M08	M09	M10	M11	M12	M13	M14	M15	M16	M17	M18
N01	N02	N03	N04	N05	N06	N07	N08	N09	N10	N11	N12	N13	N14	N15	N16	N17	N18
O01	O02	O03	O04	O05	O06	O07	O08	O09	O10	O11	O12	O13	O14	O15	O16	O17	O18

6.4.4 Multiple Pass Process

6.4.4.1 Multiple pass process description

6.4.4.1.1 Contractor shall employ a multiple pass process to ensure that County has the best opportunity to

recover images from the existing microfiche. After the anticipated three passes, Contractor will provide County the Scan Tool to allow user to process single image digitizing from microfiche as they may be discovered in the future. Title to the Scan Tool passes to the County upon delivery along with any manufacturer warranty. County will then be responsible for maintaining the Scan Tool as well as providing and maintaining an appropriate fiche viewer to host the Scan Tool. The multiple pass process will be based upon the following assumptions, as follows:

- 6.4.4.1.2 Potential for three passes in order to obtain best images from microfiche copies.
- 6.4.4.1.3 Indexing of multiple fields, including: Report name and date, first and last case number of each frame, fiche number and X/Y coordinate of each frame (needed for cross-reference purposes).
- 6.4.4.1.4 For calculation estimates we have assumed an initial reject rate of 10% of the 13,000,000 images at completion of first pass, and 50% of the total microfiche set will contain at least one image that could not be captured. The result then is that approximately 25,000 fiche containing 1,300,000 images will be rescanned on a second pass.
- 6.4.4.1.5 Before a second pass is conducted, Contractor will provide County with a "pick list" of problem fiche and problem images within the fiche to allow County to select better fiche copies from the remaining two sets that the County uses. These approximately 25,000 fiche will be used as input for the second pass. Contractor will bill the County for only those fiche processed and images scanned on the second and subsequent passes.
- 6.4.4.1.6 Assuming a second pass reject rate of half of the fiche and 30% of the images the second pass scan yields 12,500 fiche containing 390,000 rejected images.
- 6.4.4.1.7 Similarly, a third pass may be requested by the County with an anticipated result of a smaller quantity of rejected images.
- 6.4.4.1.8 After the third pass OR 90 calendar days from the date Contractor provides the County the "pick list" from the first pass Contractor may assume the County is satisfied with the results and no more scan or passes are required. The Contractor may proceed to providing the County with the Scan Tool.
- 6.4.4.1.9 The Scan Tool will be provided by Contractor to County for the users to continue to scan/convert specific images from microfiche as they may be discovered or come available.

6.4.4.1.10 Assumes that end-user will have complete reports regarding rejected frames, sufficiently specific to identify the individual microfiche and frames that are included in the rejection report.

6.4.4.2 Reports provided by Contractor shall be used by County to determine which microfiche frames could not be copied, and County will make its best effort to secure the most readable copy for a secondary pass. The same procedure will be put in place by County for any needed third pass.

6.4.4.3 Billing Rates and Charges will be applied as noted in section 6.4.5 for each pass.

6.4.5 Billing Rate and Charges

It is agreed to by both Contractor and County that DPSS will be billed based on the production steps noted below. Billing will involve all three components shown below and on Exhibit B attached hereto. Examples of estimated results are shown below to illustrate the three image recovery processing passes.

6.4.5.1 Production Pass # 1:

<u>Item</u>	<u>Quantity</u>
# of Microfiche Transmittals	50,000
# of Microfiche Images	14,000,000
# of DVDs Created	50,000

6.4.5.2 Production Pass # 2 – Estimations are based on assumptions noted in section 6.4.4.

<u>Item</u>	<u>Quantity</u>
# of Microfiche Transmittals	25,000
# of Microfiche Images	1,300,000 (10%)
# of DVDs created	NO ADDITIONAL COST

6.4.5.3 Production Pass # 3 – Estimations are based on assumptions noted in section 6.4.4.

<u>Item</u>	<u>Quantity</u>
# of Microfiche Transmittals	12,500
# of Microfiche Images	390,000 (10%)
# of DVD's Created	NO ADDITIONAL COST

6.4.6 County (DPSS) Responsibilities:

6.4.6.1 DPSS Staff will be responsible for the following tasks:

- 6.4.6.1.1 Providing the best microfiche copy to ensure that Contractor can provide the best available scanned image.
- 6.4.6.1.2 Provide at least 5,000 microfiche per month to CONTACTOR
- 6.4.6.1.3 Be prepared to accept the return of work completed monthly
- 6.4.6.1.4 Assume title to and all operational aspects of the Contractor provided Scan Tool. County will also provide and maintain suitable "host" fiche viewing equipment to allow installation of Scan Tool for users to digitize individual images after the image recovery process has been completed by Contractor.

6.4.7 Additional Provisions

- 6.4.7.1 This Statement of Work will be deemed to be approved upon acceptance of the contract amendment by County. Approval of the contract amendment shall be considered to be full authorization to begin the project.
- 6.4.7.2 Unless otherwise agreed to by Contractor and County, work will be performed during the hours of 8:00 a.m. and 5:00 p.m., Monday, through Friday, excluding scheduled County holidays. Any services required beyond the stated hours must be agreed to by Contractor and County, in advance.
- 6.4.7.3 This Statement of Work will be governed by the general terms and conditions of this agreement, except as noted in Section 6 of the Statement of Work.
- 6.4.7.4 The deliverables anticipated under this Statement of Work will be deemed to have been fulfilled upon the completion of the delivery of images from Production Pass # 3, as noted in item 6.4.5 above, and County's acceptance of the Screen Scan Tool.

6.5 PUBLIC DEFENDER

- 6.5.1 Felony Case File (FCF): This file consists of documents related to the defense of a defendant charged with a felony as defined by statute. Documents include, but are not limited to: Court documents (Complaint, Information, Petition, Supplemental Petition, Pleas and Waiver forms, Arrest/Bench Warrants), police reports, documents which may have been received by way of discovery from the District Attorney, Jury Selection Documents, Subpoenas, Motions, Priors (Rap Sheet, Department of Corrections Packet), Discovery Documents, Transcripts, Search Warrants/Wiretap Documents, Probation Reports, Probation Violation Worksheet, Criminal fingerprint card, photographs, Scientific Reports (Autopsy, DNA, Ballistics, Fingerprints, other Lab Reports), Medical/Psychiatric Reports, Asset Forfeiture Notice, Media Reports,

photographs and miscellaneous correspondence. The documents are of varying sizes, paper type and color. Every Public Defender Case File Jacket Package consists of a set of four primary fields: Defendant(s) First Name, Middle Name, Last Name, and Court Case Number.

- 6.5.2 Misdemeanor (MCF): This file consists of documents related to the defense of a defendant charged with a misdemeanor as defined by statute. Documents include, but are not limited to: Court documents (Complaint, Information, Petition, Supplemental Petition, Pleas and Waiver forms, Arrest/Bench Warrants), police reports, documents which may have been received by way of discovery from the District Attorney or various city prosecutors, Jury Selection Documents, Subpoenas, Motions, Priors (Rap Sheet, Department of Corrections Packet), Discovery Documents, Transcripts, Search Warrants/Wiretap Documents, Probation Reports, Probation Violation Worksheet, Criminal fingerprint card, photographs, Scientific Reports (Autopsy, DNA, Ballistics, Fingerprints, other Lab Reports), Medical/Psychiatric Reports, Asset Forfeiture Notice, Media Reports, photographs and miscellaneous correspondence. The documents are of varying sizes, paper type and color. Every Public Defender Case File Jacket Package consists of a set of four primary fields: Defendant(s) First Name, Middle Name, Last Name, and Court Case Number.
- 6.5.3 Investigation Case File (ICF): This file contains documents related to investigations conducted by the Public Defender's Investigation's staff. Documents include but are not limited to: Investigation Requests, Interview Reports, Evidentiary Documentation, Case Notes, Investigation Reports, photographs and miscellaneous correspondence. Every Public Defender Investigation File Jacket Package consists of a set of five primary fields: File Number, Investigator Last Name, First Name or Initial, Date Closed and Date Reopened.
- 6.5.4 Loose Papers (LSP): Consists of miscellaneous documents that may be part of the case file, but were found or maintained separately from the main file.

6.6 ALTERNATE PUBLIC DEFENDER

- 6.6.1 Felony Case File (FCF): This file consists of documents related to the defense of a defendant charged with a felony as defined by statute. Documents include, but are not limited to: Court documents (Complaint, Information, Petition, Supplemental Petition, Pleas and Waiver forms, Arrest/Bench Warrants), police reports, documents which may have been received by way of discovery from the District Attorney, Jury Selection Documents, Subpoenas, Motions, Priors (Rap Sheet, Department of Corrections Packet), Discovery Documents, Transcripts, Search Warrants/Wiretap Documents, Probation Reports, Probation Violation Worksheet, Criminal fingerprint card, photographs, Scientific Reports

(Autopsy, DNA, Ballistics, Fingerprints, other Lab Reports), Medical/Psychiatric Reports, Asset Forfeiture Notice, Media Reports, photographs and miscellaneous correspondence. The documents are of varying sizes, paper type and color. Every Public Defender Case File Jacket Package consists of a set of four primary fields: Defendant(s) First Name, Middle Name, Last Name, and Court Case Number.

6.6.2 Misdemeanor (MCF): This file consists of documents related to the defense of a defendant charged with a misdemeanor as defined by statute. Documents include, but are not limited to: Court documents (Complaint, Information, Petition, Supplemental Petition, Pleas and Waiver forms, Arrest/Bench Warrants), police reports, documents which may have been received by way of discovery from the District Attorney or various city prosecutors, Jury Selection Documents, Subpoenas, Motions, Priors (Rap Sheet, Department of Corrections Packet), Discovery Documents, Transcripts, Search Warrants/Wiretap Documents, Probation Reports, Probation Violation Worksheet, Criminal fingerprint card, photographs, Scientific Reports (Autopsy, DNA, Ballistics, Fingerprints, other Lab Reports), Medical/Psychiatric Reports, Asset Forfeiture Notice, Media Reports, photographs and miscellaneous correspondence. The documents are of varying sizes, paper type and color. Every Public Defender Case File Jacket Package consists of a set of four primary fields: Defendant(s) First Name, Middle Name, Last Name, and Court Case Number.

6.6.3 Investigation Case File (ICF): This file contains documents related to investigations conducted by the Public Defender's Investigation's staff. Documents include but are not limited to: Investigation Requests, Interview Reports, Evidentiary Documentation, Case Notes, Investigation Reports, photographs and miscellaneous correspondence. Every Public Defender Investigation File Jacket Package consists of a set of five primary fields: File Number, Investigator Last Name, First Name or Initial, Date Closed and Date Reopened.

6.6.4 Loose Papers (LSP): Consists of miscellaneous documents that may be part of the case file, but were found or maintained separately from the main file.

6.7 DEPARTMENT OF HEALTH SERVICES

6.7.1 Medical Record (MR) - A chronological written account of a patient's examination and treatment that relates to patient's medical history and complaints, the physician's physical findings, the results of diagnostic tests and procedures, and medications and therapeutic procedures for Emergency (ER), Outpatient Department(OPD) and Inpatient(IP) care. It includes, but not limited to, the records like Facesheet, Medication Record, Anesthesia, Emergency Room Records, Discharge Summary, Electrocardiogram (ECG or EKG), Health and Progress Notes (H&P),

Laboratory, Physicians Orders, Operative Reports, Nursing Notes, Progress Notes, Radiology, Consultation Report, Procedure Report, Outpatient (OPD) Clinic Notes, Cardiac Catheterization (Cardiac Cath), Gastrointestinal Laboratory (GI Lab), Respiratory, Dietary, Physical Therapy (PT) , Occupational Therapy (OT), Speech Therapy (ST) , Social Service, Legal Documents, Medical Insurance and all other documents and information related to the patient's healthcare activities, and records received from other healthcare providers.

- 6.7.2 Health Insurance Portability & Accountability Act (HIPAA) – United States Act of 1996 (August 21), Public Law 104-191, which amended the Internal Revenue Service Code of 1986. References herein to HIPAA additionally include, without limitation, all rules, regulations and requirements from time to time promulgated thereunder.
- 6.7.3 Health Information Management (HIM): The division of LAC+USC HCN that encompasses services in planning, collecting, aggregating, analyzing, and disseminating individual patient and aggregate clinical data.
- 6.7.4 Electronic Medical Record (EMR): A computer-based patient Medical Record.
- 6.7.5 Affinity: DHS's Healthcare Information System – Affinity Database.
- 6.7.6 HIM Identified Folder: A separate folder for each type of document making up each Medical Record within OPD, ER and IP. The folders shall be identified from time to time by HIM staff to the Contractor.

7.0 RESPONSIBILITIES

The County's and the Contractor's responsibilities are as follows:

7.1 COUNTY

7.1.1 Personnel

The County will administer the Contract according to Paragraph 6 (Administration of Contract - County) of the body of the Contract. Specific duties will include:

- 7.1.1.1 Monitoring the Contractor's performance in the daily operation of this Contract.
- 7.1.1.2 Providing direction to the Contractor in areas relating to policy, information, and procedural requirements.
- 7.1.1.3 Preparing Change Notices in accordance with Sub-paragraph 8.4 (Change Notices and Amendments) of the body of the Contract.

7.1.2 Furnished Items

7.1.2.1 With the exception of services rendered to the Department of Health Services for document/microfilm pick-up and return, all work shall be done at Contractor's facility. However, in the event that it is necessary for Contractor to perform work at County's facility, County may provide the following to the Contractor only when Contractor is on site at the Records and Identification Bureau, Probation Department Central Records Facility and District Attorney Archive Facility, Public Defender Archive Facility, Alternate Public Defender Archive Facility and Department of Health Services Facility:

- 7.1.2.2.1 Office space with appropriate furniture
- 7.1.2.2.2 Personal computer system
- 7.1.2.2.3 Telephone
- 7.1.2.2.4 Paper supplies
- 7.1.2.2.5 Photocopier
- 7.1.2.2.6 For DHS, Access to Affinity

7.1.2.2 County shall provide to Contractor on a regular basis all reports and records for processing as specified in Section 8.0 of this Statement of Work. Please note that the box size referenced refers to a standard Banker's Box.

7.1.2.2.1 Public Defender, District Attorney, Alternate Public Defender, Probation Department, Sheriff's stations, and other custodial facilities shall be responsible for determining which files will be sent to RIB, IRC, Probation's Central Records Section, Pretrial Services Division or Budget and Fiscal Services or the Public Defender, District Attorney, Alternate Public Defender archive Facility for pick-up by Contractor.

7.1.2.2.2 Public Defender, District Attorney, Alternate Public Defender, Probation Department, Sheriff's station, and other facility staff shall store all documents/ reports for imaging in standard packing boxes. Each box shall be labeled with name of facility, organization, box number, brief content description, and the number of records/documents contained in the box. For DHS, facility staff shall store all Medical Records for imaging in HIM provided carts. Each cart shall be labeled with the type of chart (Inpatient, Emergency Room, Outpatient Clinic) and date of discharge or visit with the Medical Records (as defined below) bundled therein as described in Section 8.9.2 of this Statement of Work.

- 7.1.2.2.3 For the Sheriff, boxed records shall be bundled in stacks of 100 records. The Total number of records in each box will vary between 700 and 1,000 records. For Public Defender, District Attorney, Alternate Public Defender, total number of case records in each box will vary between 1-30 for Felony Case Files (FCF), 45-50 for Misdemeanor Case Files (MCF) and 1-50 for Investigation Case Files (ICF).
- 7.1.2.2.4 For the Probation Department, boxed files from Central Records will average about 30 files per box, from Pretrial Services will average about 300 packets per box, and from Budget and Fiscal Office will average about 45 files per box.
- 7.1.2.2.5 District Attorney, Probation Department, Sheriff's station, and other facility staff shall create an index/transmittal sheet of all boxes sent to Contractor for imaging. Such index shall identify each record sent for imaging according to the report's Uniform Report Number (URN) or Court Case Number or Investigation Case Number. For DHS, please refer to Section 3.2 of this Statement of Work.
- 7.1.2.2.6 For Sheriff, all boxed records shall be delivered to RIB's Archives located at the Sheriff's Central Warehouse facility, or IRC, depending on location of the facility. For District Attorney, all boxed records shall be delivered to their Commerce Archive Facility. For the Public Defender and the Alternate Public Defender, all boxed records shall be delivered to their respective archive facilities.
- 7.1.2.2.7 For the Public Defender, District Attorney, Alternate Public Defender, some case file documents may be written in pencil. If, after scanning and rescanning, a document completed in pencil cannot be effectively imaged, then Contractor may return such document to County.
- 7.1.2.2.8 Probation Department boxes (files/packets) picked up at Pretrial Services Division sites and Central Records Section site will be returned to Central Records Section within five days of pickup for quality review and forwarding to storage or destruction.
- 7.1.2.2.9 Probation Department boxes (files) picked up at Budget and Fiscal Services sites shall be returned within 5 days of pickup to Property and Supply at 2615 S. Grand Ave for storage.
- 7.1.2.2.10 For DHS, LAC+USC HCN HIM staff will drop off Medical Records for imaging and pick up the Medical Records once imaged from the assigned on-site scanning areas as described in the On-site Scanning

Locations - section of Attachment A.3 (Pickup and Return Locations/On-Site Scanning Location).

7.2 CONTRACTOR

7.2.1 Project Manager

- 7.2.1.1 With the exception of DHS, Contractor shall provide a full-time Project Manager and designated alternate. County must have access to the Project Manager and/or designated alternate at all times, seven (7) days per week. Contractor shall provide a telephone number where the Project Manager may be reached on a twenty-four (24) hour per day basis. For DHS - LAC+USC HCN, Contractor shall provide a full-time on-site Project Manager and designated alternate. County must have access to the on-site Project Manager and/or designated alternate at all times, seven (7) days per week. Contractor shall provide a telephone number where the on-site Project Manager may be reached on a twenty-four (24) hour per day basis. County shall also appoint its own County's (Contract) Project Manager to work with Contractor's on-site Project Manager to ensure timely and effective communications to resolve issues and conflicts during the course of the project.
- 7.2.1.2 Contractor's Project Manager shall act as a central point of contact with County's Project Manager.
- 7.2.1.3 Contractor's Project Manager and alternate must demonstrate previous experience, within the last 5 years, in the management of work similar in scope, size and complexity as County's requirements.
- 7.2.1.4 Project Manager/alternate shall have full authority to act for Contractor on all matters relating to the daily operation of this Contract. Project Manager/alternate shall be able to effectively communicate, in English, both orally and in writing.
- 7.2.1.5 For Department of Health Services, in addition to above requirements, Contractor's on-site Project Manager is required to have the following:
 - 7.2.1.5.1 At least a Bachelor's degree from a four-year College or University with a healthcare related major or equivalent experience.
 - 7.2.1.5.2 At least a Registered Health Information Administrator or Registered Health Information Technician credential
 - 7.2.1.5.3 Work experience in health care industry with not less than 2 years within the last 5 years in a

management position in a hospital environment managing HIM and/or related division/organization, with knowledge of EMR, Document Imaging, HIPAA, Care Management Information System, Joint Commission on Accreditation of Healthcare Organization (JCAHO), State and Federal regulations.

7.2.2 Personnel

7.2.2.1 Contractor shall assign a sufficient number of employees to perform the required work. At least one employee at Contractor's site shall be authorized to act for Contractor and must speak and understand English. All personnel assigned to perform any task related to this contract shall undergo a Background investigation to ensure that these persons are with good moral character and integrity. Contractor shall ensure that by the first day of employment, all persons with access to the records submitted by the Sheriff's, District Attorney, Public Defender, Alternate Public Defender, Probation Department, Department of Public Social Services and the Department of Health Services shall have undergone a background investigation as well as signed a Criminal Offender Record Information Statement. The signed CORI Information Statement copies shall be forwarded to each department within five (5) business days of start of employment. For DHS, all personnel assigned to perform any on-site task related to this contract by the Contractor shall undergo and pass a LAC+USC HCN Health Clearance screening.

7.2.2.2 Uniforms/Identification Badges

- 7.2.2.3.1 Contractor employees assigned to pick up documents and records from and/or perform on-site scanning at County facilities shall wear an appropriate uniform at all times.
- 7.2.2.3.2 Uniform shall consist of a shirt with the company name on it.
- 7.2.2.3.3 Uniform pants are optional. All uniforms, as required and approved by the County's Project Director or his/her designee, will be provided by and at Contractor's expense.
- 7.2.2.3.4 Contractor shall furnish and require every on-duty employee to wear a visible photo identification badge identifying employee by name, physical description, and company. Such badge shall be displayed on employee's person at all times he/she is on County designated property.

7.2.3 Materials and Equipment

The purchase of all materials/equipment to provide the required imaging, microfiche and microfilm conversion services is the responsibility of the Contractor, including for DHS, fully equipping, operating and maintaining the onsite scanning locations and otherwise providing the onsite scanning and hosting services required by this Statement of Work. Contractor shall use materials and equipment that are safe for the environment and safe for use by its employees.

7.2.4 Training

7.2.4.1 Contractor shall provide training programs for all new employees and continuing in-service training for all employees.

7.2.2.2.1 All employees shall be trained in their assigned tasks and in the safe handling of equipment. All equipment shall be checked daily for safety. All employees must wear safety and protective gear according to OSHA standards, as appropriate.

7.2.4.2 All employees shall be trained in the secure and confidential handling of County documents.

7.2.5 Contractor's Office

Contractor shall maintain an office with a telephone in the company's name where Contractor conducts business. At least one employee who can respond to inquiries and complaints, which may be received about the Contractor's performance of the Contract, shall staff the office during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. When the office is closed, an answering service shall be provided to receive calls. The Contractor shall answer calls received by the answering service within two (2) hours of receipt of the call.

7.2.6 For each County Department, Contractor is responsible for ensuring compatibility with the software application(s) used by the County.

7.2.7 In the event that data is lost by the County, due to unforeseen circumstances, the Contractor shall provide a copy of the lost data in the format specified by the County.

7.2.8 In the event that a transmittal sheet is not in the box submitted to the Contractor, at the request of the County, the Contractor shall index the box contents and provide a listing to the County in the format specified by the County.

7.2.9 With the exception of DHS, in the event that the Banker's box that was submitted by the County was damaged or not in the condition which was originally submitted to the Contractor, the Contractor shall replace the box with a standard Banker's box.

7.3 WORK SCHEDULES

- 7.3.1 For each County Department, Contractor shall submit for review and approval its work schedule to County's Project Director within ten (10) days prior to starting work. Said work schedules shall be set on an annual calendar identifying all the required on-going maintenance tasks and task frequencies.
- 7.3.2 For each County Department, Contractor shall submit revised schedules when actual performance differs substantially from planned performance. Said revisions shall be submitted to County's Project Manager for review and approval within five (5) working days prior to scheduled time for work.

8.0 SPECIFIC WORK REQUIREMENTS – CONTRACTOR

Contractor must provide the following document imaging and related services:

8.1 DOCUMENT PICK-UPS AND RETURN

- 8.1.1 Contractor and County's Project Manager, working with each department other than DHS, shall develop a document/microfilm/microfiche pick-up and return schedule for each department. County's staff will call Contractor prior to the scheduled pick-up if there are no boxes ready for pick-up. In the event of unusually high volume, the County will call the Contractor and give the number of boxes so Contractor can determine which vehicle will be required.
- 8.1.2 County shall provide Contractor with records/documents that are stored in adequately marked boxes or HIM provided carts, as the case may be pursuant to Section 3.1. With the exception of DHS, Contractor will pick-up these boxes from Locations specified in Section 3.4. For DHS, Contractor will pick up and drop off the HIM provided carts according to the on-site scanning procedure developed under Section 3.4.
- 8.1.3 With the exception of DHS, upon arrival with new boxes from County facilities, Contractor shall check each box against the index/transmittal sheet prepared by County personnel, if such document was prepared, to confirm they are the correct boxes. These boxes shall be stored in a secure area until Contractor's employees can prepare the documents for imaging. For DHS, upon arrival at the on-site scanning location, Contractor shall check each cart against the index/transmittal sheet prepared by County personnel, if such document was prepared, to confirm they are the correct carts. These carts shall be stored in a secure area until Contractor's employees can prepare the documents for imaging.

- 8.1.4 With the exception of DHS, Contractor shall be required to digitally image documents contained within a file in the same sequence as originally received. Contractor shall also return to County documents within a file in the same sequence as originally received. For DHS, Contractor shall digitally image documents and return the same to County, as specified in Section 8.9 of this Statement of Work.
- 8.1.5 The resulting electronic images and their indices shall be in an Oracle or ODBC compatible format in an online-based repository.

8.2 SHERIFF DOCUMENTS

Sheriff documents consist of several types of records, which include the following:

- 8.2.1 Incident Report Package (IRP) consists of a stapled bundle of single and/or double-sided paper, forms, and cards and photographs of varying sizes, type and color that reference a reported incident.
- 8.2.2 Booking Jacket Package (BJP) consists of a stapled bundle of single and/or double-sided papers, forms, and cards of varying sizes, type of paper and color, which are generated in any of the Sheriff's facilities.
- 8.2.3 Station Booking Package (SBP) consists of a stapled bundle of single and/or double-sided paper, forms, cards of varying sizes, type of paper and color, which are reports generated in the various Sheriff's stations.
- 8.2.4 Loose Papers (LSP) are miscellaneous documents of varying sizes, types of paper and color. These are usually loose documents from previously scanned and processed records.
- 8.2.5 Microfilm Reels (MIC), include documents and reports (IRP, BJP, SBP, LSP) dating from 1969 through 2000.
- 8.2.6 Contractor shall separate booking slips and charge documents from the Booking Jacket Packages and Station Booking Packages after the document has been imaged and verified, while Contractor will store the remaining portions of those records for destruction as instructed by the Sheriff. The booking slips and charge documents will be returned to RIB on the next scheduled weekly document pick-up and return, but only after they have been imaged and verified.
- 8.2.7 Before scanning, Contractor must separate all Injured on Duty (IOD) documents and documents labeled "Confidential" from the IRP, unless otherwise stipulated and return those documents to RIB on the next scheduled weekly document pick-up and return. The Injured on Duty and "Confidential" documents will not be imaged, but will be stored at RIB's Archives for the legally mandated period before they are destroyed.

8.2.8 Contractor shall store all Sheriff non-returned documents and packages in a secure facility with limited auditable access, for a period of six (6) months, if images have already been imported into SIRRAS and verified, commencing on the date of pick-up from County facilities by the Contractor, or until the imaged record is successfully imported into SIRRAS, whichever comes later.

8.2.9 Contractor shall deliver all non-returned documents after the required storage to a bonded and licensed Document Shredding Firm for disposal. The Document Shredding firm may be a subcontractor to the Contractor. Approval of subcontract with a Document Shredding firm will be subject to the Subcontracting provision in the Contract, Subparagraph 8.37.

8.2.10 Sheriff Document Imaging Preparation

8.2.10.1 The monthly average workload totals about 600,000 pages. These figures are not a guaranteed monthly minimum. The figures below constitute an average that will vary on a monthly basis. The workload breakdown is as follows:

Document Report	Avg No. Boxes/Month	Avg.No. Packages/Box	Avg No Pages/Pkg Avg No Image/RI	Total No. Pages/Month Avg. No. of Reels
Incident Report Package	80	800	5	80,000
Booking Jacket Package	60	600	6	48,000
Station Booking Package	20	525	4	120
Loose Papers	5	3,800	1	19,000

Microfilmed Records	No. of Reels	Average No. of Pages/Reel	Total No. of Pages
	12,249	6,000	73,494,000

8.2.11 Documents will be imaged according to their box location. Preparation of documents for imaging shall include but not be limited to the following:

- 8.2.11.1 Insert separator for each new record;
- 8.2.11.2 Remove paper clips and/or staples;

- 8.2.11.3 Arrange papers if necessary;
- 8.2.11.4 Repair pages if torn, bent or otherwise damaged, if necessary;
- 8.2.11.5 Straighten pages;
- 8.2.11.6 Separate Booking Jackets from documents found in the file.
- 8.2.11.7 Prepare exception report for documents that are in such poor condition that they cannot be scanned

8.2.12 Contractor shall not in any way modify, delete, insert, alter, transform and/or add to the information contained in any document and/or package in any form or by any means, unless specified herein.

8.2.13 Document Imaging and Document Enhancement

8.2.13.1 Contractor shall image documents contained in the various packages, excluding all IOD and Confidential documents according to the following specifications:

8.2.13.2 Documents shall be imaged at a minimum resolution of 200 DPI.

8.2.13.3 Image format shall be Group IV TIFF.

8.2.13.4 Image enhancements shall include but not be limited to edging, line removal, de-skewing and de-speckling. All images shall be clear and readable. Contractor shall not de-speckle cards containing fingerprints.

8.2.13.5 Both sides of all documents shall be imaged, excluding blank pages. Contractor shall image the front and back of all booking jackets.

8.2.14 Microfilm Conversion

Contractor shall provide the following Microfilm conversion services:

8.2.14.1 All original microfilm will be handled in accordance to industry standards to preserve the archival quality of each record. All film shall be inspected, cleaned and repaired as necessary.

8.2.14.2 Contractor shall scan all microfilm images to CCITT Group IV TIFF format standard at the requisite 200 DPI or higher, excluding blank pages.

8.2.14.3 Contractor shall index each record according to County's specifications.

8.2.14.4 Contractor shall verify all scanned images to ensure complete image capture.

8.2.14.5 Contractor shall de-skew and rotate images as necessary.

8.2.14.6 Contractor shall verify all index information to ensure accurate retrieval of the imaged data.

8.2.14.7 Contractor shall install and configure an ODBC compliant RDMS as a final platform in the Visiflow workflow for all converted data to be imported into the County's system.

8.2.14.8 Contractor's Project Manager shall coordinate all pick-up and delivery of source media and converted data.

8.2.14.9 Contractor shall provide ongoing support for the entire microfilm conversion project.

8.2.15 Indexing of Packages

County will provide Contractor with the following package types and other packages, as needed that are designated by County's Project Manager for document imaging and microfilm conversion services:

8.2.15.1 Booking Jackets (BJP)

8.2.15.2 Station Booking (SBP)

8.2.15.3 Incident Reports (IRP)

8.2.15.4 Loose Papers (LSP)

8.2.15.5 Microfilm Reels (MIC)

8.2.16 Contractor shall create indices for all imaged documents in accordance with the following specifications:

8.2.16.1 Booking Jackets and Station Booking packages may have *the following* 4 to 6 indices:

8.2.16.1.1 Booking number (7 numeric)

8.2.16.1.2 Booking date (mmddyyyy)

8.2.16.1.3 First Name*

8.2.16.1.4 Last Name*

8.2.16.1.5 Folder type (3 CHAR – values are BJP for Booking Jacket and SBP for Station Booking)

8.2.16.1.6 Document type (3 CHAR)

The information contained in the Booking Jacket Package from IRC or Station Booking Package may have bar codes, which may contain the information required for indexing.

8.2.16.2 Incident Report Packages may have the following 4 to 6 indices:

8.2.16.2.1 Uniform Report Number (URN)(15 CHAR)

8.2.16.2.2 Report date (mmdyyy)

8.2.16.2.3 First Name*

8.2.16.2.4 Last Name*

8.2.16.2.5 Folder type (3 CHAR) (Values are IRP for incident report)

8.2.16.2.6 Document type (3 CHAR)

8.2.16.3 Loose paper packages shall have the following indices:

8.2.16.3.1 Uniform Report Number (URN) (15 CHAR) or Booking Number (7 numeric)

8.2.16.3.2 Folder type (3 CHAR) (Values are LSP for loose papers)

8.2.16.3.3 Document type (3 CHAR)

8.2.16.4 Converted microfilm reels shall have the following indices:

8.2.16.4.1 Microfilm reel number

8.2.16.4.2 Microfilm frame number

8.2.16.4.3 Uniform Report Number (URN) (15 CHAR) or Booking Number

8.2.16.4.4 Retention

8.2.16.5 Other specified reports/pages that may have a maximum of two indices.

- * The Contractor will always look on documents to use a person's name. However, in the event that only a business name is available, the Contractor will use "NONE" as the First and Last Name.

8.2.17 During the indexing process, Contractor shall verify each page to ensure quality images. Documents that require rescanning shall be taken out of the indexing queue and placed in rescanning area.

8.2.18 In the event that County's stations and custodial facilities are not able to produce an index/transmittal sheet of all packages sent to Contractor, Contractor shall provide an index/transmittal sheet of documents in the particular box in the manner specified by and at the request of the County.

8.2.19 Upon completion of the indexing process, including verification, Contractor will separate returned documents from non-returned documents.

8.2.20 Contractor shall create images and indices, which have formats and file naming conventions, which are fully compatible with and supported by Visiflow Connect as follows:

8.2.20.1 Image Documents and associated index information created for County shall be placed on the Contractor's secured server accessible by FTP, for use by the Visiflow system. The target FTP system will contain one (1) or more Image Document(s) and a single index file. Each Document Image File that is created must have an entry inserted into the Index Text File. This text file will contain a single line of index values for each and every Document Image File created by the Contractor and placed on the target FTP system. The index value should be a fixed length and separated by a delimiting character, such as a "PIPE" (|).

- 8.2.20.2 Contractor shall not use standard punctuation characters, such as comma or semi-colon. The last entry in the index line must represent the Document Image File location name. For example, if the Index File is located at the root, and the Image Documents are in a sub directory named "IMAGES", the last parameter in the index line should read "\IMAGES\xxxxxxx.tif, where xxxxxxx.tif is the actual name of the Image Document. The target FTP system should be built to NOT use a directory structure; in other words, the single Index File and multiple Image Document Files should be placed in single directory structures off of the root.
- 8.2.20.3 Image Document Files should be created to TIFF Group 4 Multi-Page standards. Each package (Booking Jacket Package, Incident Report Package, and Station Booking Package) will contain one or more documents. Each document file will contain one or more pages related as a single entity. For example, a single Booking Jacket Package may contain multiple documents, each of which may contain multiple pages. A single document will represent a single image file on the Target FTP System and a single entry in the Index File.
- 8.2.20.4 Each folder at the folder level will contain indices based upon the folder type.
- 8.2.20.4.1 Booking Jacket and Station Booking Packages will contain one or more documents, each of which shall have a data value placed in the following index fields (indices):
- 8.2.20.4.1.1 Folder_Type – 3 CHAR – values BJP, and SBP.
 - 8.2.20.4.1.2 Document_Type – 3 CHAR
 - 8.2.20.4.1.3 Booking_Number – 7 Numeric
 - 8.2.20.4.1.4 Booking Date – mmddyy
 - 8.2.20.4.1.5 Last Name
 - 8.2.20.4.1.6 First Name
- 8.2.20.4.2 Incident Report documents shall have data values placed in the following index fields (indices):
- 8.2.20.4.2.1 Folder_Type – 3 CHAR – values IRP
 - 8.2.20.4.2.2 Document_Type – 3 CHAR
 - 8.2.20.4.2.3 Uniform Report Number (URN) (15 CHAR)
 - 8.2.20.4.2.4 Report_Date – mmddyyyy
- 8.2.20.4.3 Loose Paper documents shall have data values placed in the following index fields (indices):
- 8.2.20.4.3.1 Folder_Type – 3 CHAR – values LSP
 - 8.2.20.4.3.2 Document_Type – 3 CHAR

8.2.20.4.3.3 Uniform Report Number (URN) (15 CHAR) and/or Booking Number (7 CHAR)

8.2.20.4.4 Microfilm reel conversion documents will have data values placed in the following index fields (indices):

8.2.20.4.4.1 Retention

8.2.20.4.4.2 Microfilm reel number

8.2.20.4.4.3 Microfilm frame number

8.2.20.4.4.4 Uniform Report Number (URN) (15 CHAR) or Booking number

8.2.21 Contractor shall develop a software database repository of images and indices in a format as specified in this Subsection 8.2.16.

8.2.22 Contractor shall store this repository of images and indices on a computer server accessible by FTP, for use by the Visiflow system and shall be accessible and importable via on-line and/or on-line Internet secured access to the County. The Contractor shall make the repository available to the County upon request. Contractor shall also provide County online web access of imaged documents that are not yet available to the County due to the importation/validation process, for the sole purpose of meeting public and law enforcement document requests.

8.2.23 Contractor shall be solely responsible for all hardware, software and related professional services required for the complete process of creating, maintaining, transmitting, and receipt of data from the data repository by the County. These services shall also include software and hardware maintenance, including, but not limited to, any equipment and/or software upgrades and/or enhancements, and/or professional services.

8.2.24 Contractor shall provide County access to the file server, where scanned images are stored, on a 24/7 schedule and Contractor must meet the security requirements of the County.

Contractor shall, upon request by the County, provide copies of any images stored in this file server.

8.2.25 Contractor shall upload the scanned images and their indices into the data repository within one (1) week of pick-up of the documents/records from County at the agreed upon fee. The Contractor shall transmit this data within 5 business days in the format specified by the County.

8.2.26 County shall import the data repository into the County's SIRRAS system on a regular basis as determined and specified by the County.

8.2.27 Contractor shall retain the data repository until notified by County.

8.2.28 Contractor shall provide all information, support and assistance necessary for the importation of the data repository into County system.

8.3 DISTRICT ATTORNEY DOCUMENTS

8.3.1 District Attorney documents to be imaged consist of several types of records, which include the following:

8.3.11.1 Felony Case File (FCF) consists of a file folder containing single and/or double-sided paper, forms, cards, and photographs of varying sizes, type of paper and color.

8.3.11.2 Misdemeanor Case File (MCF) consists of a file folder containing single and/or double-sided paper, forms, cards, and photographs of varying sizes, type of paper and color.

8.3.11.3 Investigation Case File (ICF) consists of a file folder containing single and/or double-sided paper, forms, cards, and photographs of varying sizes, type of paper and color.

8.3.2 Case Files may occasionally contain various forms of media that are not appropriate for imaging, i.e., audio tapes, CDs, sealed envelopes, etc. Contractor must separate these items from the Felony, Misdemeanor and Investigation Case Files and return them to the DA's Archive Facility on the next scheduled weekly document pick-up and return.

8.3.3 Contractor shall separate all photographs from the Felony, Misdemeanor and Investigation Case Files after the document has been imaged and verified, while Contractor will store the remaining portions of those records for destruction as instructed by the DA. All photographs will be returned to the DA's Archive Facility on the next scheduled weekly document pick-up and return, but only after they have been imaged and verified.

8.3.4 Contractor shall store all District Attorney non-returned documents and packages in a secure facility with limited auditable access, for a period of six (6) months, if images have already been scanned, indexed and verified, commencing on the date of pick-up from County facilities by Contractor, or until the imaged record is successfully imported into District Attorney's Document Management System, whichever comes later.

8.3.5 Contractor shall deliver all non-returned documents after the required storage to a bonded and licensed Document Shredding Firm for disposal. The Document Shredding firm may be a subcontractor to the Contractor. Approval of subcontract with a Document Shredding firm will be subject to the Subcontracting provision in the Contract, Subparagraph 8.42.

8.3.6 District Attorney Document Imaging Preparation
The current total monthly average workload totals about 1.5 million pages. The workload breakdown is as follows:

Document Report	Avg No. Boxes/Month	Avg.No. Packages/Box	Avg No Pages/Pkg Avg No Image
Felony Case File	1,220	30	41
Misdemeanor Case File	*	40	30
Investigation Case File	*	80	15
Loose Papers	**	1	1,200

* The District Attorney plans to image Felony Case Files as a first priority. Misdemeanor and Investigation Case Files may be imaged once all of the priority files have been processed.

** Boxes containing loose papers will be forwarded for imaging on an infrequent, as-needed basis.

8.3.7 Preparation of documents for imaging shall include but not be limited to the following:

8.3.7.1 Insert separator for each new case record;

8.3.7.2 Remove paper clips and/or staples;

8.3.7.3 Arrange papers if necessary;

8.3.7.4 Repair pages if torn, bent or otherwise damaged, if necessary;

8.3.7.5 Straighten pages;

8.3.7.6 Separate Case File Jackets from documents found in the file.

8.3.8 Prepare exception report for documents that are in such poor condition that they cannot be scanned or those reports that were written in pencil.

8.3.9 Contractor shall not in any way modify, delete, insert, alter, transform and/or add to the information contained in any document and/or package in any form or by any means, unless specified herein.

8.3.10 Document Imaging and Document Enhancement

Contractor shall image documents contained in the various packages according to the following specifications:

8.3.10.1 Documents shall be imaged at a minimum resolution of 200 DPI.

8.3.10.2 Image format shall be Group IV TIFF.

8.3.10.3 Image enhancements shall include but not be limited to edging, line removal, de-skewing and de-speckling. All images shall be clear and readable. Contractor shall not de-speckle cards containing fingerprints.

8.3.10.4 Both sides of documents shall be imaged, excluding blank pages. Contractor shall image the front, insides and back of all Case File Jackets.

- 8.3.10.5 Contractor shall index each record according to County's specifications.
- 8.3.10.6 Contractor shall verify all scanned images to ensure complete image capture.
- 8.3.10.7 Contractor shall de-skew and rotate images as necessary.
- 8.3.10.8 Contractor shall verify all index information to ensure accurate retrieval of the imaged data.
- 8.3.10.9 Contractor's Project Manager shall coordinate all pick-up and delivery of source media and converted data.

8.3.11 Indexing of Packages

- 8.3.11.1 County will provide Contractor with the following package types and other packages, as needed that are designated by County's Project Manager for document imaging services:
 - 8.3.11.1.1 Felony Case File (FCF)
 - 8.3.11.1.2 Misdemeanor Case File (MCF)
 - 8.3.11.1.3 Investigation Case File (ICF)
 - 8.3.11.1.4 Loose Papers (LSP)
- 8.3.11.2 Contractor shall create indices for all imaged documents in accordance with the following specifications:
 - 8.3.11.2.1 Felony and Misdemeanor Case File packages shall have a data value placed in the following index fields:
 - 8.3.11.2.1.1 Defendant_Last_Name – 20 CHAR
 - 8.3.11.2.1.2 Defendant_First_Name – 15 CHAR
 - 8.3.11.2.1.3 DA_Case_Number – 8 Numeric
 - 8.3.11.2.1.4 Court_Case_Number – 8 CHAR
 - 8.3.11.2.1.5 Folder_Type – 3 CHAR (FCF, MCF)
 - 8.3.11.2.2 Investigation Case File packages will contain one or more documents, each of which shall have a data value placed in the following index fields:
 - 8.3.11.2.2.1 Investigation_File_Number – 12 CHAR
 - 8.3.11.2.2.2 Investigator_Last_Name – 20 CHAR
 - 8.3.11.2.2.3 Investigator_First_Name/Initial – 15 CHAR
 - 8.3.11.2.2.4 Date_Closed – mmddyyyy
 - 8.3.11.2.2.5 Date_Reopened - mmddyyyy
 - 8.3.11.2.2.6 Folder_Type – 3 CHAR (ICF)
 - 8.3.11.2.3 Loose Paper documents shall have data values placed in the following index fields:
 - 8.3.11.2.3.1 Defendant First_Name – 20 CHAR
 - 8.3.11.2.3.2 Defendant Last_Name – 15 CHAR
 - 8.3.11.2.3.3 DA_Case_Number – 8 Numeric (If folder type = FCF or MCF)

- 8.3.11.2.3.4 Court_Case_Number – 8 CHAR (If folder type = FCF or MCF)
- 8.3.11.2.3.5 Investigation_File_Number – 12 CHAR (If folder type = ICF)
- 8.3.11.2.3.6 Folder_Type – 3 CHAR (FCF, MCF, ICF)

8.3.12 During the indexing process, Contractor shall verify each page to ensure quality images. Documents that require rescanning shall be taken out of the indexing queue and placed in rescanning area.

8.3.13 In the event that District Attorney staff are not able to produce an index/transmittal sheet of all packages sent to Contractor, Contractor may produce an index/transmittal sheet of documents in the particular box.

8.3.14 Upon completion of the indexing process, including verification, Contractor will separate returned documents from non-returned documents.

8.3.15 Contractor shall create images and indices according to the following specifications:

8.3.15.2 Imaged documents and associated index information created for County shall be placed on the Contractor's secured server accessible by FTP. This server must have an internet connection equivalent to T1 or better.

8.3.15.3 Image Document Files shall be created to TIFF Group 4 Multi-Page standards. Each package (Felony, Misdemeanor, and Investigation Case Files) will contain one or more documents. Each document will contain one or more pages related as a singled entity. For example, a single Felony Case File Package may contain multiple documents, and each of those documents may contain multiple pages. It is not necessary to create one image file per document, but each image file will represent no more than one package/case file. An image file may contain multiple documents if this makes the scanning process more efficient. Contractor will be required, however, to break large packages into multiple image files to achieve acceptable image retrieval performance.

8.3.15.4 Contractor will be required to create the image files and associated index files according

to a published format that can be provided as input to an import utility used by the County; the format specifics will be provided to Contractor before work commences. An example is the "msb" format used by Kofax or another "mass scan batch" file, though the actual convention used may be different.

8.3.15.5 Each folder at the folder level will contain indices based upon the folder type.

8.3.16 Contractor shall develop a software database repository of images and indices in a format as specified in Subsection 8.7.10.

8.3.17 Contractor shall store this repository of images and indices on a computer server accessible by FTP, which shall be accessible and importable via on-line and/or on-line Internet secured access to the County. The Contractor shall make the repository available to the County upon request. Contractor shall also provide County online web access or self-contained compact disks (CDs) of imaged documents that are not yet available to the County due to the importation/validation process, for the sole purpose of meeting public document requests.

8.3.18 Contractor shall be solely responsible for all hardware, software, and related services required for the complete process of creating and maintaining the data repository. These services shall also include software and hardware maintenance including, but not limited to, any equipment and/or software upgrades and/or enhancements and back up and recovery.

8.3.19 Contractor shall provide County on-line and/or Internet secured access to the data repository on a twenty-four (24) hours a day, seven (7) days a week basis.

8.3.20 Contractor shall upload the scanned images and their indices into the data repository within one (1) week of pick-up of the documents/records from County.

8.3.21 County shall import the data repository into the County's system on a regular basis.

8.3.22 Contractor shall retain the data repository for a minimum of thirty (30) days after the County has imported the data repository.

8.3.23 Contractor shall provide all information, support and assistance necessary for the importation of the data repository.

8.4 PROBATION DEPARTMENT DOCUMENTS

8.4.1 Probation will provide Contractor with the following documents to be imaged:

8.4.1.1 Pretrial Packets (PRP) from Pretrial Services Division consist of stapled packets of documents pertaining to the pretrial investigation of a defendant. The packet contains uniform 8.5"x11" white bond pages, including, but not limited to, information and comment sheets, interview records, court

reports, investigative reports, criminal history records, and evaluation and assessment forms.

8.4.1.2 Probation's Budget and Fiscal Files consist of a file folder with fasteners containing information regarding the restitution/reimbursement requirements of a defendant/minor.

8.4.1.2.1 An Adult Restitution File (ARF) may include, but is not limited to, the file folder itself, arrest reports, court reports, court orders, victim and loss lists, letters to victims, financial assessments, financial change reports, comment sheets and related forms, letters, faxes, checks, invoices, and photographs. The documents may be on single or double-sided paper of varying sizes, thickness, finishes, and color. Folder cover containing tab displaying the Probation Identifier is to be imaged for use as a record separator.

8.4.1.2.2 A Juvenile Restitution File (JRF) may include, but is not limited to, the file folder itself, arrest reports, court reports, court orders, victim and loss lists, letters to victims, financial assessments, financial change reports, comment sheets and related forms, letters, faxes, checks, invoices, and photographs. The documents may be on single or double-sided paper of varying sizes, thickness, finishes, and color. Folder cover containing tab displaying the Probation Identifier is to be imaged for use as a record separator.

8.4.1.2.3 A Juvenile Reimbursement File (JRB) may include, but is not limited to, the file folder itself, court orders, Debtor letters, Account setup confirmation sheet, financial statements, pay stubs, tax forms, assessment forms, debtor letters, Chart of Detainment cost, Minor's detainment dates, Minor's court history, Financial evaluation notification letters, Personal checks, Accounts Receivable transaction forms, and refund memos. The documents may be on single or double-sided paper of varying sizes, thicknesses, finishes, and color. Folder cover containing tab displaying the Account Number is to be imaged for use as a record separator.

8.4.1.3 Adult Probation Files (APF) from Central Records contain documents that may include, but are not limited to, the file folder itself, arrest reports, supervision and investigation court reports, court orders, miscellaneous court documents, financial and payment records, assessments, miscellaneous forms, computer print-outs, cards, probationer report-in records, miscellaneous

handwritten documents, and photographs. The documents may be on single or double-sided paper of varying sizes, thicknesses, finishes, and color. A file may be several inches thick. Folder cover containing Probation Identifier to be imaged as a record separator.

8.4.1.4 Juvenile Probation Files (JPF) from Central Records contain documents that may include, but are not limited to, the file folder itself, arrest reports, supervision and investigation court reports, court orders, miscellaneous court documents, financial and payment records, assessments, miscellaneous forms, computer print-outs, cards, probationer report-in records, miscellaneous handwritten documents, and photographs. The documents may be on single or double-sided paper of varying sizes, thicknesses, finishes, and color. A file may be several inches thick. Manila folder cover containing Probation Identifier to be imaged as a record separator.

8.4.2 Probation will provide Contractor with the following Microfilm reels to be converted to images. Microfilm reel conversion documents consist of 36,000 reels of standard sized microfilm (See details under section 8.4.8 Microfilm Conversion.)

- 8.4.2.1 Adult Probation Microfilm (APM)
- 8.4.2.2 Pretrial Services Microfilm (PRM)
- 8.4.2.3 Adult Financial Services Microfilm (AFM)
- 8.4.2.4 Juvenile Financial Services Microfilm (JFM)
- 8.4.2.5 Juvenile Reimbursement Microfilm (JRM)

8.4.3 Probation Files may occasionally contain various forms of media that are not appropriate for imaging, i.e., audio tapes, CDs, etc. Contractor must separate these items from the folders/packets during imaging and return them following imaging to the folder/packet for return to the Probation Department.

8.4.4 Probation Document Imaging Preparation
The current monthly average workload from all Probation sites totals about 950,000 pages and breaks down as follows:

Document/Folder File Type	# Microfilm Reels/Folder File Type	Avg No. Boxes/Month	Avg.No. Packages/Box	Avg No Pages/Pkg Avg No Image
Pretrial Packets - PRP	5,156 – PRM	40	300	6
Adult Probation Files - APF	28,380 – APM	240	30	54
Juvenile Probation				

Files - JPF	*	240	15	100
Adult Restitution Files – ARF	1,188 – AFM	16.5	45	131
Juvenile Restitution Files – JRF	1,028 – JFM, JRM	13.5	55	110
Juvenile Reimbursement Files – JRB		1.5	50	55

* Juvenile Probation Files have never been microfilmed therefore there are no microfilm records to convert.

8.4.5 Contractor shall employ a computerized production tracking methodology that can provide user with batch/box location within the complete capture through release process. When requested, Contractor shall produce queries showing the files currently in their possession as well as files that have already been scanned.

8.4.6 Preparation of documents for imaging shall include but not be limited to the following:

- 8.4.6.1 Insert separator for each new record/file;
- 8.4.6.2 Remove fasteners, paper clips and/or staples;
- 8.4.6.3 Repair pages if torn, bent or otherwise damaged, if necessary;
- 8.4.6.4 Straighten pages;
- 8.4.6.5 Prepare exception report for documents that are in such poor condition that they cannot be scanned or those reports that were written in pencil.

8.4.7 Contractor shall not in any way modify, delete, insert, alter, transform and/or add to the information contained in any document and/or package in any form or by any means, unless specified herein.

8.4.8 Microfilm Conversion

Contractor shall provide the following Microfilm conversion services:

- 8.4.8.1 All original microfilm will be handled in accordance to industry standards to preserve the archival quality of each record. All film shall be inspected, cleaned and repaired as necessary.
- 8.4.8.2 Contractor shall scan all microfilm images to CCITT Group IV TIFF format standard at the requisite 200 DPI or higher, excluding blank pages.
- 8.4.8.3 Contractor shall index each record according to County's specifications.
- 8.4.8.4 Contractor shall verify all scanned images to ensure complete image capture.

- 8.4.8.5 Contractor shall de-skew and rotate images as necessary.
- 8.4.8.6 Contractor shall verify all index information to ensure accurate retrieval of the imaged data.
- 8.4.8.7 Contractor shall provide ongoing support for the entire microfilm conversion project
- 8.4.8.8 Contractor shall convert each reel of microfilm into individual files. This will be accomplished by locating the "manila folder image" as a record separator, and converting all the related microfilmed images, prior to the next record separator found, as part of a single file. Each record separator will begin a new image file.
- 8.4.9 Document Imaging and Document Enhancement
Contractor shall image documents contained in the various packages according to the following specifications:
 - 8.4.9.1 Documents shall be imaged at minimum resolution of 200 DPI.
 - 8.4.9.2 Image format shall be Group IV TIFF.
 - 8.4.9.3 Image enhancements shall include but not be limited to edging, line removal, de-skewing and de-speckling. All images shall be clear and readable. Contractor shall not de-speckle cards containing fingerprints.
 - 8.4.9.4 Each electronic file shall support an unlimited number of images. Example: 100 pages equal 100 images that will be converted to one electronic file.
 - 8.4.9.5 Both sides of documents and all sides of file folders shall be imaged, excluding blank pages/sides.
 - 8.4.9.6 Contractor will be required to create the image files (including the converted microfilm images) and associated index files according to a published "msb" (mass scan batch) format used by Kofax for scan batch" file as input to an import utility used by the County; the format specifics will be provided to Contractor before work commences. The use of this format results in a standard ASCII batch file and may be comma delimited.
- 8.4.10 Contractor shall verify all scanned images to ensure complete image capture.
- 8.4.11 Contractor shall de-skew and rotate images as necessary.
- 8.4.12 Contractor shall verify all index information to ensure accurate retrieval of the imaged data.
- 8.4.13 Final Image files must be identified, labeled and indexed to facilitate location of image.

8.4.14 Contractor's Project Manager shall coordinate all pick-up and delivery of source media and converted data.

8.4.15 Indexing of Files, Packets, Converted Microfilm Reels

8.4.15.1 County will provide Contractor with the following file and packet types :

- 8.4.15.2.1 Adult Probation Folders (APF)
- 8.4.15.2.2 Juvenile Probation Folders (JPF)
- 8.4.15.2.3 Adult Restitution File (ARF)
- 8.4.15.2.4 Juvenile Restitution File (JRF)
- 8.4.15.2.5 Juvenile Reimbursement File (JRB)
- 8.4.15.2.6 Pretrial Packet (PRP)

8.4.15.2 County will provide CONTRACT with the following microfilm types:

- 8.4.15.2.1 Adult Probation Microfilm (APM)
- 8.4.15.2.2 Pretrial Services Microfilm (PRM)
- 8.4.15.2.3 Adult Financial Services Microfilm (AFM)
- 8.4.15.2.4 Juvenile Financial Services Microfilm (JFM)
- 8.4.15.2.5 Juvenile Reimbursement Microfilm (JRM)

8.4.16 Contractor shall create indices for all imaged documents, in accordance with the following specifications:

8.4.16.1 Central Records – Adult Probation Folders shall be indexed using:

- 8.4.16.1.1 Folder_Type – 3 Char (value = APF)
- 8.4.16.1.2 Probation_Identifier – 9 Char (Adult X-Number value= X in first position followed by 8 numerics)
- 8.4.16.1.3 Last_Name* - 20 Char
- 8.4.16.1.4 First_Name* - 15 Char
- 8.4.16.1.5 Court_Case_Number – 8 Char

8.4.16.2 Central Records -- Juvenile Probation Folders shall be indexed using:

- 8.4.16.2.1 Folder_Type – 3 Char (value = JPM)
- 8.4.16.2.2 Probation_Identifier – 8 Char (Juvenile PDJ Number value= P or 0 (zero) in first position followed by 7 numerics)
- 8.4.16.2.3 Juvenile Automated Index Number (JAIN) – 8 Char
- 8.4.16.2.4 Last_Name* - 20 Char
- 8.4.16.2.5 First_Name* - 15 Char
- 8.4.16.2.6 Court_Case_Number – 8 Char

8.4.16.3 Central Records – Adult Probation Microfilm reels shall be indexed using:

- 8.4.16.3.1 Folder_Type – 3 Char (value = APM)

- 8.4.16.3.2 Probation_Identifier - 9 Char (Adult X-Number value= X in first position followed by 8 numerics)
- 8.4.16.3.3 Last_Name* - 20 Char
- 8.4.16.3.4 First_Name* -15 Char
- 8.4.16.3.5 Court_Case_Number – 8 Char
- 8.4.16.4 Pretrial Services packets shall be indexed using:
 - 8.4.16.4.1 Folder_Type – 3 Char (value = PRP)
 - 8.4.16.4.2 PT_Application_Number - 11 Char
 - 8.4.16.4.3 Last_Name* - 20 Char
 - 8.4.16.4.4 First_Name* - 15 Char
- 8.4.16.5 Pretrial Microfilm Reels shall be indexed using:
 - 8.4.16.5.1 Folder_Type – 3 Char (value = PRM)
 - 8.4.16.5.2 PT_Application_Number_on_Reel – 11 Char
 - 8.4.16.5.3 Last_Name* – 20 Char
 - 8.4.16.5.4 First_Name* – 15 Char
- 8.4.16.6 Budget and Fiscal Services Adult Restitution files shall be indexed using:
 - 8.4.16.6.1 Folder_Type – 3 Char (value=ARF)
 - 8.4.16.6.2 Probation_Identifier - 9 Char (Adult X-Number value=X in first position followed by 8 numerics)
 - 8.4.16.6.3 CARS_TTC_ACCT_Nmbr – 8 Char
 - 8.4.16.6.4 Last_Name* - 20 Char
 - 8.4.16.6.5 First_Name* - 15 Char
 - 8.4.16.6.5 Court_Case_Number – 8 Char
- 8.4.16.7 Budget and Fiscal Services Juvenile Restitution files shall be indexed using:
 - 8.4.16.7.1 Folder_Type – 3 Char (value=JRF)
 - 8.4.16.7.2 CRS_Document_Number - 12 Char
 - 8.4.16.7.3 Probation_Identifier – 8 Char (Juvenile PDJ Number value=P or 0 (zero) in first position followed by 7 numerics)
 - 8.4.16.7.4 Last_Name* - 20 Char
 - 8.4.16.7.5 First_Name* - 15 Char
 - 8.4.16.7.6 Court_Case_Number – 8 Char
- 8.4.16.8 Budget and Fiscal Services Juvenile Reimbursement Files shall be indexed using:
 - 8.4.16.8.1 Folder_Type – 3 Char (value=JRB)
 - 8.4.16.8.2 CARS_TTC_ACCT_Nmbr – 8 Char
 - 8.4.16.8.3 Probation_Identifier – 8 Char (Juvenile PDJ Number value=P or 0 (zero) in first position followed by 7 numerics)
 - 8.4.16.8.4 Last_Name* – 20 Char
 - 8.4.16.8.5 First_Name*– 15 Char
 - 8.4.16.8.6 Court_Case_Number – 8 Char

8.4.16.9 Budget and Fiscal Services Adult Financial Microfilm reel conversion documents shall be indexed using:

- 8.4.16.9.1 Folder_Type – 3 Char (value =AFM)
- 8.4.16.9.2 Probation_Identifier - 9 Char (Adult X-Number value=X in first position followed by 8 numerics)
- 8.4.16.9.3 CARS_TTC_ACCT_Number – 8 Char
- 8.4.16.9.4 Last_Name* – 20 Char
- 8.4.16.9.5 First_Name* – 15 Char
- 8.4.16.9.6 Court_Case_Number – 8 Char

8.4.16.10 Budget and Fiscal Services Juvenile Financial Microfilm reel conversion documents shall be indexed using:

- 8.4.16.10.1 Folder_Type – 3 Char (value =JFM)
- 8.4.16.10.2 CRS_Document_Number - 12 Char
- 8.4.16.10.3 Probation_Identifier - 8 Char (Juvenile PDJ Number value=P or 0 (zero) in first position followed by 7 numerics)
- 8.4.16.10.4 Last_Name* – 20 Char
- 8.4.16.10.5 First_Name* – 15 Char
- 8.4.16.10.6 Court_Case_Number – 8 Char

8.4.16.11 Budget and Fiscal Services Juvenile Reimbursement Microfilm reel conversion documents shall be indexed using:

- 8.4.16.11.1 Folder_Type – 3 Char (value =JRM)
- 8.4.16.11.2 CARS_TTC_ACCT_Number – 8 Char
- 8.4.16.11.3 Probation_Identifier - 8 Char (Juvenile PDJ Number value=P or 0 (zero) in first position)
- 8.4.16.11.4 Last_Name* – 20 Char
- 8.4.16.11.5 First_Name* – 15 Char
- 8.4.16.11.6 Court_Case_Number – 8 Char

* The Contractor will always look on documents to use a person's name. In the event that only a business name is available, the Contractor will index using First and Last Name as on document.

8.4.17 Contractor shall verify all index information to ensure accurate retrieval of the imaged data.

8.4.18 During the indexing process, Contractor shall verify each page to ensure quality images. Documents that require rescanning shall be taken out of the indexing queue and placed in rescanning area.

8.4.19 In the event that PROBATION staff are not able to produce an index/transmittal sheet of all packages sent to Contractor, Contractor may produce an index/transmittal sheet of documents in the particular box.

- 8.4.20 Upon completion of the indexing process, including verification, Contractor will separate returned documents from non-returned documents.
- 8.4.21 Contractor shall create images and indices according to the following specifications:
- 8.4.21.1 Imaged documents and associated index information created for County shall be placed on the Contractor's secured server accessible by secured FTP. This server must have an internet connection equivalent to T1 or better located behind a firewall. The secured server must contain up-to-date anti-virus software as well as up-to-date security patches for its operating system and associated applications.
- 8.4.21.2 Image Document Files shall be created to TIFF Group 4 Multi-Page standards. Each package (Arrest Report, Court Report, Case File, and Financial Collections Files) will contain one or more documents. Each document will contain one or more pages related as a singled entity. For example, a single Case File may contain multiple documents, and each of those documents may contain multiple pages. It is not necessary to create one image file per document, but each image file will represent no more than one package/case file. An image file may contain multiple documents if this makes the scanning process more efficient. Contractor will be required, however, to break large packages into multiple image files to achieve acceptable image retrieval performance.
- 8.4.21.3 Contractor will be required to create the image files and associated index files according to a published format that can be provided as input to an import utility used by the County; the format specifics will be provided to Contractor before work commences. An example is the "msb" format used by Kofax or another "mass scan batch" file, though the actual convention used may be different. This format is used to import data to Probation's PEDMS document storage library.
- 8.4.21.4 Each folder at the folder level will contain indices based upon the folder type.
- 8.4.22 Contractor shall develop a software database repository of images and indices in a format as specified in Subsection 8.4.16.
- 8.4.23 Contractor shall store this repository of images and indices on a secured computer server accessible by secure FTP which shall be accessible and importable via on-line and/or on-line Internet secured access to the County. The secured server must contain up-to-date anti-virus software as well as up-to-date security patches for its operating system and associated applications.

- 8.4.24 The Contractor shall make the repository available to the County upon request. Contractor shall also provide County online web access or self-contained compact disks (CDs) of imaged documents that are not yet available to the County due to the importation/validation process, for the sole purpose of meeting public document requests.
- 8.4.25 Contractor shall be solely responsible for all hardware, software and related services required for the complete process of creating and maintaining the data repository. These services shall also include software and hardware maintenance including, but not limited to, any equipment and/or software upgrades and/or enhancements and back-up and recovery.
- 8.4.26 Contractor shall provide County on-line and/or Internet secured access to the data repository on a twenty-four (24) hours a day, seven (7) days a week basis.
- 8.4.27 Contractor shall upload the scanned images and their indices into the data repository within one (1) week of pick-up of the documents/records from County.
- 8.4.28 County shall import the data repository into the County's system on a regular basis.
- 8.4.29 Contractor shall retain the data repository for a minimum of thirty (30) days after the County has imported the data repository.
- 8.4.30 Contractor shall provide all information, support and assistance necessary for the importation of the data repository.

8.5 RESCANNING DOCUMENTS

- 8.5.1 Images that do not meet quality standards are taken out of the regular imaging and scanning queues and placed in the rescanning area.
- 8.5.2 The original hard copy documents are retrieved from the appropriate box.
- 8.5.3 The scanners will be adjusted to accommodate the individual documents and scanned.
- 8.5.4 All rescanned images are verified and returned to the indexing area.

8.6 PUBLIC SOCIAL SERVICES DOCUMENTS

Public Social Services documents consist of 2 types of microfiche frames to be digitized, which include the following:

- 8.6.1 Approximately 13 million frames of the Claim (Type I - 3 formats). Refer to Attachment A.4 for a list of format descriptions and format layouts. The type I microfiche consists of Aid Payments distributed by the DPSS.

8.6.2 Approximately 500,000 frames of the Child Support - Warrant Register (Type II - 2 formats). Refer to Attachment A.4 for a list of format descriptions and format layouts. The type II microfiche consists of Child Support collections.

8.6.3 Microfiche Conversion

Contractor shall provide the following Microfiche Conversion Services:

- 8.6.3.1 All original microfiche will be handled in accordance to industry standards to preserve the archival quality of each record. All microfiche shall be inspected, cleaned and repaired as necessary.
- 8.6.3.2 Contractor shall scan all microfiche images to CCITT Group IV TIFF format standard at the requisite 200 DPI or higher, excluding blank frames.
- 8.6.3.3 Contractor shall index each record according to County's specifications.
- 8.6.3.4 Contractor shall verify all scanned images to ensure complete image capture.
- 8.6.3.5 Contractor shall de-skew and rotate images as necessary.
- 8.6.3.6 Contractor shall verify all index information to ensure accurate retrieval of the imaged data.
- 8.6.3.7 Contractor's Project Manager shall coordinate all pick-up and delivery of source media and converted data.
- 8.6.3.8 Contractor shall provide ongoing support for the entire microfiche conversion project.

8.6.4 Image Naming Convention

Converted microfiche shall convert each microfiche frame to Tagged Image File Format (TIFF) and be stored on optical disc adhering to the naming convention below:

In order to maintain a meaningful and unique name for each image, the name should consist of the concatenation of the following, in the order listed and delimited by "_":

- The FIRST readable case number (7 digits - 9999999)
- The LAST readable case number (7 digits - 9999999)
- Accrual date (YYYYMM)
- Fiche number (3 digits - 999)
- Frame page number (3 alphanumeric characters)

8.6.5 Microfiche Index

Contractor shall also create an ASCII file(s) that contains a one to one mapping to each converted frame (image), such that an index entry is the mirror of the image name, i.e., image "0140162_0150201_197501_001_B01_P.tiff" has an index entry "0140162_0150201_197501_001_B01_P".

Contractor shall create dummy entries (set FIRST CASE NUMBER = '0000000' and LAST CASE NUMBER = '0000000') in the case number index for those images that cannot be indexed.

8.7 PUBLIC DEFENDER DOCUMENTS

8.7.1 Public Defender documents to be imaged consist of several types of records, which include the following:

8.7.1.1 Felony Case File (FCF) consists of a file folder containing single and/or double-sided paper, forms, cards, and photographs of varying sizes, type of paper and color.

8.7.1.2 Misdemeanor Case File (MCF) consists of a file folder containing single and/or double-sided paper, forms, cards, and photographs of varying sizes, type of paper and color.

8.7.1.3 Investigation Case File (ICF) consists of a file folder containing single and/or double-sided paper, forms, cards, and photographs of varying sizes, type of paper and color.

8.7.2 Case Files may occasionally contain various forms of media that are not appropriate for imaging, i.e., audio tapes, CDs, sealed envelopes, etc. Contractor must separate these items from the Felony, Misdemeanor and Investigation Case Files and return them to the Public Defender's Archive Facility on the next scheduled weekly document pick-up and return.

8.7.3 Contractor shall separate all photographs from the Felony, Misdemeanor and Investigation Case Files after the document has been imaged and verified, while Contractor will store the remaining portions of those records for destruction as instructed by the Public Defender. All photographs will be returned to the Public Defender's Archive Facility on the next scheduled weekly document pick-up and return, but only after they have been imaged and verified.

8.7.4 Contractor shall store all Public Defender non-returned documents and packages in a secure facility with limited auditable access, for a period of six (6) months, if images have already been scanned, indexed and verified, commencing on the date of pick-up from County facilities by Contractor, or until the imaged record is successfully imported into Public Defender's Document Management System, whichever comes later.

- 8.7.5 Contractor shall deliver all non-returned documents after the required storage to a bonded and licensed Document Shredding Firm for disposal. The Document Shredding firm may be a subcontractor to the Contractor. Approval of subcontract with a Document Shredding firm will be subject to the Subcontracting provision in the Contract, Subparagraph 8.42.
- 8.7.6 Public Defender Document Imaging Preparation
Preparation of documents for imaging shall include but not be limited to the following:
- 8.7.6.1 Public Defender shall prepare and attach a bar-coded separator for each new case record;
 - 8.7.6.2 Within each case record, Public Defender shall prepare and insert bar-coded section separators;
 - 8.7.6.3 Contractor shall remove paper clips and/or staples;
 - 8.7.6.4 Contractor shall Arrange papers if necessary;
 - 8.7.6.5 Contractor shall Repair pages if torn, bent or otherwise damaged, if necessary;
 - 8.7.6.6 Contractor shall Straighten pages;
 - 8.7.6.7 Contractor shall Separate Case File Jackets from documents found in the file.
- 8.7.7 Contractor shall prepare exception report for documents that are in such poor condition that they cannot be scanned or those reports that were written in pencil.
- 8.7.8 Contractor shall not in any way modify, delete, insert, alter, transform and/or add to the information contained in any document and/or package in any form or by any means, unless specified herein.
- 8.7.9 Document Imaging and Document Enhancement
Contractor shall image documents contained in the various packages according to the following specifications:
- 8.7.9.1 Documents shall be imaged at a minimum resolution of 200 DPI.
 - 8.7.9.2 Image format shall be Group IV TIFF.
 - 8.7.9.3 Image enhancements shall include but not be limited to edging, line removal, de-skewing and de-speckling. All images shall be clear and readable. Contractor shall not de-speckle cards containing fingerprints.
 - 8.7.9.4 Both sides of documents shall be imaged, excluding blank pages. Contractor shall image the front, insides and back of all Case File Jackets.
 - 8.7.9.5 Contractor shall index each record according to County's specifications.

- 8.7.9.6 Contractor shall verify all scanned images to ensure complete image capture.
- 8.7.9.7 Contractor shall de-skew and rotate images as necessary.
- 8.7.9.8 Contractor shall verify all index information to ensure accurate retrieval of the imaged data.
- 8.7.9.9 Contractor's Project Manager shall coordinate all pick-up and delivery of source media and converted data.

8.7.10 Indexing of Packages

- 8.7.10.1 County will provide Contractor with the following package types and other packages, as needed that are designated by County's Project Manager for document imaging services:

- 8.7.10.1.1 Felony Case File (FCF)
- 8.7.10.1.2 Misdemeanor Case File (MCF)
- 8.7.10.1.3 Investigation Case File (ICF)
- 8.7.10.1.4 Loose Papers (LSP)

- 8.7.10.2 Contractor shall create indices for all imaged documents in accordance with the following specifications:

- 8.7.10.2.1 Felony and Misdemeanor Case File packages shall have a data value placed in the following index fields:

- 8.7.10.2.1.1 Defendant_Last_Name – 20 CHAR
- 8.7.10.2.1.2 Defendant_First_Name – 15 CHAR
- 8.7.10.2.1.3 DA_Case_Number – 8 Numeric
- 8.7.10.2.1.4 Court_Case_Number – 8 CHAR
- 8.7.10.2.1.5 Folder_Type – 3 CHAR (FCF, MCF)

- 8.7.10.2.2 Investigation Case File packages will contain one or more documents, each of which shall have a data value placed in the following index fields:

- 8.7.10.2.2.1 Investigation_File_Number – 12 CHAR
- 8.7.10.2.2.2 Investigator_Last_Name – 20 CHAR
- 8.7.10.2.2.3 Investigator_First_Name/Initial – 15 CHAR
- 8.7.10.2.2.4 Date_Closed – mmddyyyy
- 8.7.10.2.2.5 Date_Reopened - mmddyyyy
- 8.7.10.2.2.6 Folder_Type – 3 CHAR (ICF)

- 8.7.10.2.3 Loose Paper documents shall have data values placed in the following index fields:

- 8.7.10.2.3.1 Defendant First_Name – 20 CHAR
- 8.7.10.2.3.2 Defendant Last_Name – 15 CHAR

- 8.7.10.2.3.3 DA_Case_Number – 8 Numeric (If folder type = FCF or MCF)
- 8.7.10.2.3.4 Court_Case_Number – 8 CHAR (If folder type = FCF or MCF)
- 8.7.10.2.3.5 Investigation_File_Number – 12 CHAR (If folder type = ICF)
- 8.7.10.2.3.6 Folder_Type – 3 CHAR (FCF, MCF, ICF)

8.7.11 During the indexing process, Contractor shall verify each page to ensure quality images. Documents that require rescanning shall be taken out of the indexing queue and placed in rescanning area.

8.7.12 In the event that PUBLIC DEFENDER staff are not able to produce an index/transmittal sheet of all packages sent to Contractor, Contractor may produce an index/transmittal sheet of documents in the particular box.

8.7.13 Upon completion of the indexing process, including verification, Contractor will separate returned documents from non-returned documents.

8.7.14 Contractor shall create images and indices according to the following specifications:

8.7.14.1 Imaged documents and associated index information created for County shall be placed on the Contractor's secured server accessible by FTP. This server must have an internet connection equivalent to T1 or better.

8.7.14.2 Image Document Files shall be created to TIFF Group 4 Multi-Page standards. Each package (Felony, Misdemeanor, and Investigation Case Files) will contain one or more documents. Each document will contain one or more pages related as a singled entity. For example, a single Felony Case File Package may contain multiple documents, and each of those documents may contain multiple pages. It is not necessary to create one image file per document, but each image file will represent no more than one package/case file. An image file may contain multiple documents if this makes the scanning process more efficient. Contractor will be required, however, to break large packages into multiple image files to achieve acceptable image retrieval performance.

8.7.14.3 Contractor will be required to create the image files and associated index files according to a published format that can be provided as input to an import utility used by the County; the format specifics will be provided to Contractor before work commences. An example is the "msb" format used by Kofax or another "mass scan batch" file, though the actual convention used may be different.

8.7.14.4 Each folder at the folder level will contain indices based upon the folder type.

8.7.15 Contractor shall develop a software database repository of images and indices in a format as specified in Subsection 8.7.10.

8.7.16 Contractor shall store this repository of images and indices on a computer server accessible by FTP, which shall be accessible and importable via on-line and/or on-line Internet secured access to the County. The Contractor shall make the repository available to the County upon request. Contractor shall also provide County online web access or self-contained compact disks (CDs) of imaged documents that are not yet available to the County due to the importation/validation process, for the sole purpose of meeting public document requests.

8.7.17 Contractor shall be solely responsible for all hardware, software, and related services required for the complete process of creating and maintaining the data repository. These services shall also include software and hardware maintenance including, but not limited to, any equipment and/or software upgrades and/or enhancements and back-up and recovery.

8.7.18 Contractor shall provide County on-line and/or Internet secured access to the data repository on a twenty-four (24) hours a day, seven (7) days a week basis.

8.7.19 Contractor shall upload the scanned images and their indices into the data repository within one (1) week of pick-up of the documents/records from County.

8.7.20 County shall import the data repository into the County's system on a regular basis.

8.7.21 Contractor shall retain the data repository for a minimum of thirty (30) days after the County has imported the data repository.

8.7.22 Contractor shall provide all information, support and assistance necessary for the importation of the data repository.

8.8 ALTERNATE PUBLIC DEFENDER DOCUMENTS

8.8.1 Alternate Public Defender documents to be imaged consist of several types of records, which include the following:

8.8.1.1 Felony Case File (FCF) consists of a file folder containing single and/or double-sided paper, forms, cards, and photographs of varying sizes, type of paper and color.

- 8.8.1.2 Misdemeanor Case File (MCF) consists of a file folder containing single and/or double-sided paper, forms, cards, and photographs of varying sizes, type of paper and color.
- 8.8.1.3 Investigation Case File (ICF) consists of a file folder containing single and/or double-sided paper, forms, cards, and photographs of varying sizes, type of paper and color.
- 8.8.2 Case Files may occasionally contain various forms of media that are not appropriate for imaging, i.e., audio tapes, CDs, sealed envelopes, etc. Contractor must separate these items from the Felony, Misdemeanor and Investigation Case Files and return them to the Alternate Public Defender's Archive Facility on the next scheduled weekly document pick-up and return.
- 8.8.3 Contractor shall separate all photographs from the Felony, Misdemeanor and Investigation Case Files after the document has been imaged and verified, while Contractor will store the remaining portions of those records for destruction as instructed by the Alternate Public Defender. All photographs will be returned to the Alternate Public Defender's Archive Facility on the next scheduled weekly document pick-up and return, but only after they have been imaged and verified.
- 8.8.4 Contractor shall store all Alternate Public Defender non-returned documents and packages in a secure facility with limited auditable access, for a period of six (6) months, if images have already been scanned, indexed and verified, commencing on the date of pick-up from County facilities by Contractor, or until the imaged record is successfully imported into Alternate Public Defender's Document Management System, whichever comes later.
- 8.8.5 Contractor shall deliver all non-returned documents after the required storage to a bonded and licensed Document Shredding Firm for disposal. The Document Shredding firm may be a subcontractor to the Contractor. Approval of subcontract with a Document Shredding firm will be subject to the Subcontracting provision in the Contract, Subparagraph 8.42.
- 8.8.6 Alternate Public Defender Document Imaging Preparation
 - Preparation of documents for imaging shall include but not be limited to the following:
 - 8.8.6.1 Alternate Public Defender shall prepare and attach a bar-coded separator for each new case record;
 - 8.8.6.2 Within each case record, Alternate Public Defender shall prepare and insert bar-coded section separators;
 - 8.8.6.3 Contractor shall remove paper clips and/or staples;
 - 8.8.6.4 Contractor shall Arrange papers if necessary;
 - 8.8.6.5 Contractor shall Repair pages if torn, bent or otherwise damaged, if necessary;
 - 8.8.6.6 Contractor shall Straighten pages;

8.8.6.7 Contractor shall Separate Case File Jackets from documents found in the file.

8.8.7 Contractor shall prepare exception report for documents that are in such poor condition that they cannot be scanned or those reports that were written in pencil.

8.8.8 Contractor shall not in any way modify, delete, insert, alter, transform and/or add to the information contained in any document and/or package in any form or by any means, unless specified herein.

8.8.9 Document Imaging and Document Enhancement

Contractor shall image documents contained in the various packages according to the following specifications:

8.8.9.1 Documents shall be imaged at a minimum resolution of 200 DPI.

8.8.9.2 Image format shall be Group IV TIFF.

8.8.9.3 Image enhancements shall include but not be limited to edging, line removal, de-skewing and de-speckling. All images shall be clear and readable. Contractor shall not de-speckle cards containing fingerprints.

8.8.9.4 Both sides of documents shall be imaged, excluding blank pages. Contractor shall image the front, insides and back of all Case File Jackets.

8.8.9.5 Contractor shall index each record according to County's specifications.

8.8.9.6 Contractor shall verify all scanned images to ensure complete image capture.

8.8.9.7 Contractor shall de-skew and rotate images as necessary.

8.8.9.8 Contractor shall verify all index information to ensure accurate retrieval of the imaged data.

8.8.9.9 Contractor's Project Manager shall coordinate all pick-up and delivery of source media and converted data.

8.8.10 Indexing of Packages

8.8.10.1 County will provide Contractor with the following package types and other packages, as needed that are designated by County's Project Manager for document imaging services:

8.8.10.1.1 Felony Case File (FCF)

8.8.10.1.2 Misdemeanor Case File (MCF)

8.8.10.1.3 Investigation Case File (ICF)

8.8.10.1.4 Loose Papers (LSP)

8.8.10.2 Contractor shall create indices for all imaged documents in accordance with the following specifications:

- 8.8.10.2.1 Felony and Misdemeanor Case File packages shall have a data value placed in the following index fields:
 - 8.8.10.2.1.1 Defendant_Last_Name – 20 CHAR
 - 8.8.10.2.1.2 Defendant_First_Name – 15 CHAR
 - 8.8.10.2.1.3 DA_Case_Number – 8 Numeric
 - 8.8.10.2.1.4 Court_Case_Number – 8 CHAR
 - 8.8.10.2.1.5 Folder_Type – 3 CHAR (FCF, MCF)
- 8.8.10.2.2 Investigation Case File packages will contain one or more documents, each of which shall have a data value placed in the following index fields:
 - 8.8.10.2.2.1 Investigation_File_Number – 13 CHAR
 - 8.8.10.2.2.2 Investigator_Last_Name – 20 CHAR
 - 8.8.10.2.2.3 Investigator_First_Name/Initial – 15 CHAR
 - 8.8.10.2.2.4 Date_Closed – mmddyyyy
 - 8.8.10.2.2.5 Date_Reopened – mmddyyyy
 - 8.8.10.2.2.6 Folder_Type – 3 CHAR (ICF)
- 8.8.10.2.3 Loose Paper documents shall have data values placed in the following index fields:
 - 8.8.10.2.3.1 Defendant First_Name – 20 CHAR
 - 8.8.10.2.3.2 Defendant Last_Name – 15 CHAR
 - 8.8.10.2.3.3 DA_Case_Number – 8 Numeric (If folder type = FCF or MCF)
 - 8.8.10.2.3.4 Court_Case_Number – 8 CHAR (If folder type = FCF or MCF)
 - 8.8.10.2.3.5 Investigation_File_Number – 12 CHAR (If folder type = ICF)
 - 8.8.10.2.3.6 Folder_Type – 3 CHAR (FCF, MCF, ICF)
- 8.8.11 During the indexing process, Contractor shall verify each page to ensure quality images. Documents that require rescanning shall be taken out of the indexing queue and placed in rescanning area.
- 8.8.12 In the event that the Alternate Public Defender staff are not able to produce an index/transmittal sheet of all packages sent to Contractor, Contractor may produce an index/transmittal sheet of documents in the particular box.
- 8.8.13 Upon completion of the indexing process, including verification, Contractor will separate returned documents from non-returned documents.
- 8.8.14 Contractor shall create images and indices according to the following specifications:
 - 8.8.14.1 Imaged documents and associated index information created for County shall be placed on the Contractor's secured server accessible by FTP. This server must have an internet connection.

equivalent to T1 or better.

8.8.14.2 Image Document Files shall be created to TIFF Group 4 Multi-Page standards. Each package (Felony, Misdemeanor, and Investigation Case Files) will contain one or more documents. Each document will contain one or more pages related as a singled entity. For example, a single Felony Case File Package may contain multiple documents, and each of those documents may contain multiple pages. It is not necessary to create one image file per document, but each image file will represent no more than one package/case file. An image file may contain multiple documents if this makes the scanning process more efficient. Contractor will be required, however, to break large packages into multiple image files to achieve acceptable image retrieval performance.

8.8.14.3 Contractor will be required to create the image files and associated index files according to a published format that can be provided as input to an import utility used by the County; the format specifics will be provided to Contractor before work commences. An example is the "msb" format used by Kofax or another "mass scan batch" file, though the actual convention used may be different.

8.8.14.4 Each folder at the folder level will contain indices based upon the folder type.

8.8.15 Contractor shall develop a software database repository of images and indices in a format as specified in Subsection 8.8.10.

8.8.16 Contractor shall store this repository of images and indices on a computer server accessible by FTP, which shall be accessible and importable via on-line and/or on-line Internet secured access to the County. The Contractor shall make the repository available to the County upon request. Contractor shall also provide County online web access or self-contained compact disks (CDs) of imaged documents that are not yet available to the County due to the importation/validation process, for the sole purpose of meeting public document requests.

8.8.17 Contractor shall be solely responsible for all hardware, software, and related services required for the complete process of creating and maintaining the data repository. These services shall also include software and hardware maintenance including, but not limited to, any equipment and/or software upgrades and/or enhancements and back-up and recovery.

8.8.18 Contractor shall provide County on-line and/or Internet secured access to the data repository on a twenty-four (24) hours a day, seven (7) days a week basis.

8.8.19 Contractor shall upload the scanned images and their indices into the data repository within one (1) week of pick-up of the documents/records from County.

8.8.20 County shall import the data repository into the County's system on a regular basis.

8.8.21 Contractor shall retain the data repository for a minimum of thirty (30) days after the County has imported the data repository.

8.8.22 Contractor shall provide all information, support and assistance necessary for the importation of the data repository.

8.9 DEPARTMENT OF HEALTH SERVICES DOCUMENTS

8.9.1 In addition to the provisions of this Section 8.9, the following provisions of this Statement of Work apply to DHS: Sections 3.0, 4.0, 5.0, 6.7, 7.0 and 9.0; Attachments A.1, A.2 and A.3; Exhibits B and E. For all services provided by the Contractor with respect to DHS, each patient's Medical Record shall be scanned as an intact file.

8.9.2 For each location identified in the On-Site Scanning Locations Section of Attachment A.3 (Pickup and Return Locations/On-site Scanning Locations), HIM staff will drop off Medical Records in HIM provided carts (labeled as specified in Section 3.1 of this Statement of Work and including the index/transmittal sheet prepared by HIM staff) in the applicable designated areas described below. Contractor shall then pick up such Medical Records from such designated areas at the applicable Delivery Times mentioned in Attachment A.3 in Section II- "On-Site Scanning Locations", and transport them in the carts to the applicable on-site scanning area identified in Attachment A.3 in Section II- "On-Site Scanning Locations". Once imaged in accordance with the terms hereof, Contractor shall return the Medical Records organized as described in Section 8.9.6 below to the same HIM provided carts in which such Medical Records were originally transported (together with the index/transmittal sheet provided by HIM staff), and will return such carts and Medical Records to such designated areas for pick up, reassembly and archival by HIM staff:

8.9.2.1 For the General Hospital, the Contractor will pick up Inpatient discharged Medical Records from designated area in Room 1635 in the General Hospital. Inpatient Medical Records shall be bundled within the HIM provided carts by Medical Record number with a patient listing.

8.9.2.2 For the General Hospital, the Contractor shall pick up Emergency Room Medical Records from Room 435 in General

Hospital. Emergency Medical Records shall be bundled within the HIM provided carts by visit dates, and within visit dates by Medical Record number.

- 8.9.2.3 For the General Hospital, the Contractor shall pick up Outpatient Clinic Medical Records from designated area in Room 329 in General Hospital. Outpatient Clinical Medical Records shall be bundled by clinics, and within clinics by visit dates, and within visit dates by Medical Record number.
- 8.9.2.4 For Women's and Children's Hospital, the Contractor shall pick up Women's and Children's Inpatient discharged Medical Records from designated area in Trailer 7c in Women's and Children's Hospital. Inpatient Medical Records shall be bundled within the HIM provided carts by Medical Record number.
- 8.9.2.5 For Women's and Children's Hospital, the Contractor shall pick up Women's and Children's Outpatient Clinic Medical Records from designated area in Trailer 7c in Women's and Children's Hospital. Outpatient Clinical Medical Records shall be bundled by clinics and within clinics by visit dates and within visit dates by Medical Record number.
- 8.9.2.6 Contractor shall be responsible for imaging all Medical Records dropped off by HIM staff at the designated areas and returning such Medical Records to such designated areas timely according to the turnaround times stated in Attachment A.3 (Pickup and Return Locations/On-site Scanning Locations)
- 8.9.2.7 Contractor shall be responsible for preparation, scanning, quality assurance, indexing and hosting of Medical Records image upon receipt of its physical Medical Records during the course of the project. DHS and Contractor will use best efforts to comply with the delivery times and turnaround service levels as stated in Attachment A.3 – Section II “On-Site Scanning Locations”. In circumstances where there may be a backlog of scanning, Contractor's Project Manager and DHS's Project Manager will jointly decide an appropriate revised turnaround time to digitize the Medical Records on Contractor's EDM System (as defined below).
- 8.9.2.8 Contractor shall be provided with valid access badge to onsite locations to perform work at various hours to perform work as stated in Attachment A.3 – Section II “On-Site Scanning Locations”.

8.9.3 For each patient's Medical Record, Contractor shall provide staff to perform, and such staff shall perform, Medical Record pre-imaging preparation that includes but not limited to the following activities:

8.9.3.1 Contractor shall employ a computerized file tracking methodology (File Tracking System) that can provide users with batch/carts location within the complete capture through release process. Contractor shall provide LAC+USC HCN staff with web access to the File Tracking System on twenty-four (24) hours a day, seven (7) days a week basis. Contractor shall provide File Tracking System as provided to other Departments under this Agreement.

8.9.3.2 Contractor will log every receipt of physical Medical Records from the pickup location from designated areas at an onsite scanning location into Contractor's File Tracking System. Contractor shall make available physical Medical Records at all times to HIM staff at onsite scanning locations. In an event, if HIM Staff has the possession of the physical Medical Records from onsite scanning locations, Contractor shall log the departure of each Medical Record into Contractor's File Tracking System by pickup date and time. In case the Contractor or File Tracking System is unavailable, HIM staff will enter the pickup of each Medical Records into the manual log sheet provided by HIM placed at each onsite scanning location by date and time. The Contractor must daily log each entry on the manual log sheet into Contractor's File Tracking System. The Contractor shall generate a daily discrepancy report of any missing Medical Records from onsite scanning locations and provide the same to the applicable County's (Contract) Project Manager and Contractor's On-Site Project Manager.

8.9.3.3 Contractor shall prepare all Medical Records submitted by LAC+USC HCN staff for imaging. Preparation shall include but not be limited to the following:

8.9.3.3.1 Remove paper clips and/or staples.

8.9.3.3.2 Arrange the documents according to the document type corresponding to each HIM Identified Folder to be sure that all documents will be fed correctly into the scanner

8.9.3.3.3 Repair pages if torn, bent or otherwise damaged

8.9.3.3.4 Straighten pages

8.9.3.3.5 Mounting smaller papers to 8.5 x 11" backing sheets

8.9.3.4 Contractor shall identify "poor quality" original Medical Records and shall so stamp the batch separator/cover sheet for such Medical Records. "Poor Quality" is referred to as the possibility

of Medical Records that are torn, distorted, damaged or illegible and cannot be scanned in a batch processing mode.

8.9.4 For each patient's Medical Record, Contractor shall provide staff to perform, and such staff shall perform, on-site Medical Record pre-imaging examination that includes:

8.9.4.1 Contractor shall organize each Medical Record for scanning in order of Medical Record Number, Account Number and Discharge/Visit date for each document type corresponding to each HIM Identified Folder in a chronological order.

8.9.4.2 Contractor shall utilize Affinity information to create and print a batch separator/patient file cover sheet with the corresponding patient identification information that includes Medical Record Number, Account Number, Last Name, First Name, Date of Birth, Location and Visit/Admit/Discharged Date with bar codes for requested patient information.

8.9.4.2.1 LAC+USC HCN HIM staff will provide Contractor access from each identified on-site scanning locations to the Affinity system.

8.9.4.2.2 LAC+USC HCN HIM will provide Contractor with acceptable sample cover sheets not less than 10 days prior to commencement of scan production.

8.9.4.2.3 Contractor is not responsible for correcting any incorrect patient data contained within the Affinity system, however Contractor shall provide a daily report to inform LAC+USC HCN HIM staff of any errors of which Contractor's staff becomes aware.

8.9.4.3 Contractor shall place batch separator/cover sheets created in 8.9.4.2 above in between each patient's Medical Record.

8.9.4.4 Contractor shall not in any way modify, delete, insert, alter, transform and/or add to the information contained in any Medical Records in any form or by any means.

8.9.5 For each patient's Medical Record, Contractor shall provide staff to perform, and such staff shall perform, the Medical Record scanning that include but not limited to the following activities:

8.9.5.1 Contractor shall scan each patient's Medical Record into a Contractor-owned and maintained electronic document management software and repository described in the remainder of this Section 8.9 (Contractor's EDM System).

8.9.5.2 Contractor shall image Medical Records at a standard resolution of 200 DPI.

- 8.9.5.3 Contractor's image format shall be Group IV Tagged Image File Format (TIFF) or any such format as approved in writing by County (Contract) Project Manager.
- 8.9.5.4 Contractor shall verify that each batch separator/cover sheet matches the corresponding Medical Record prior to scanning.
- 8.9.5.5 Contractor shall ensure that both sides and all sides of each Medical Record are imaged, excluding blank pages/sides.
- 8.9.5.6 Contractor will maintain a quality control process to provide legible images.
- 8.9.5.7 Contractor shall assign each patient's Medical Record with a Tracking Number. Medical Record Number and File Tracking Number shall be entered into Contractor's File Tracking System. The said File Tracking System will also provide LAC+USC HCN staff with web-based access to report and locate the status of Medical Records in the scanning process by patient's Medical Record Number and by File Tracking Number.
- 8.9.6 For each patient's Medical Record, Contractor shall provide staff to perform the quality assurance of scanned Medical Records that may include but not limited to the following activities:
 - 8.9.6.1 Contractor shall verify legibility, completeness and correct orientation of images with the physical Medical Record or documents.
 - 8.9.6.2 Contractor shall enhance images, which shall include but not be limited to edging, line removal, de-skewing and de-speckling. All images shall be clear and readable. Contractor shall not de-speckle Medical Records containing fingerprints.
 - 8.9.6.3 Contractor shall de-skew and rotate images as necessary.
 - 8.9.6.4 Contractor shall create a file for each patient included in each day's scanned Medical Records. Each electronic file shall support an unlimited number of images. Example: 100 pages equal 100 images that will be converted to one electronic file.
 - 8.9.6.5 Contractor shall ensure that each Medical Record and all component images are properly indexed in accordance with this Section 8.9.8.1 and assigned to the correct HIM Identified Folders in the Contractor's EDM System.
 - 8.9.6.6 [Intentionally Omitted]

8.9.6.7 Contractor shall:

- 8.9.6.7.1 Index documents that have a form number and a related bar code into the applicable HIM Identified Folders
- 8.9.6.7.2 Manually index documents with form number without a matching bar code into folder named as Misc-1.
- 8.9.6.7.3 Manually index documents without form number into folder named as Misc-2.
- 8.9.6.7.4 Manually index documents that are illegible or identified as "Poor Quality" as mentioned in subsection 8.9.3.4 into folder named as Misc-3.
- 8.9.6.7.5 Manually index the documents that do not fall into any of the HIM Identified Folders or Misc-1 or Misc-2 or Misc-3 folders into folder named as Misc-4.
- 8.9.6.7.6 Generate a daily exception report identifying scanned document images in Misc-1, Misc-2 Misc-3, and Misc-4 folders.
- 8.9.6.7.7 Deliver daily exception report to the HIM staff.
- 8.9.6.8 Contractor shall identify, label, and index final image to facilitate location of image.
- 8.9.6.9 Contractor shall verify each page to ensure quality images during the indexing process.
- 8.9.6.10 Contractor shall verify all index information to ensure accurate retrieval of the imaged data, if necessary.
- 8.9.6.11 Contractor shall stamp each scanned Medical Record with Date, Time, and Quality Assurance Analyst Initials.
- 8.9.6.12 Contractor shall separate each scanned Medical Record with individual patient file separator/cover sheet.
- 8.9.6.13 Contractor shall bind each separated Medical Record as mentioned in 8.9.6.12 with a rubber band, paper clips or other fasteners.
- 8.9.6.14 Contractor shall ensure each scanned Medical Record is placed back in the original physical Medical Record folder, if received during pickup.

- 8.9.6.15 Contractor shall log the departure of each Medical Record from scanning areas to drop-off location into Contractor's File Tracking System.
- 8.9.6.16 Contractor shall stamp each transmittal/index sheet as "COMPLETED" with date and time to indicate completion of scanning of medical records in the cart.
- 8.9.7 Contractor shall provide image transfer that include but not limited to the following activities:
 - 8.9.7.1 Contractor shall provide all stored and indexed images in the format specified by QuadraMed's Quantim Conversion Requirements as and when directed by County's (Contract) Project Manager.
 - 8.9.7.2 Contractor shall provide all information, support and assistance necessary for the importation of the data repository from Contractor's EDM System to LAC+USC HCN's Quantim EDM system in accordance with QuadraMed's Quantim Electronic Document Management (EDM) file conversion specifications until approval of completion by County's (Contract) Project Manager.
- 8.9.8 Contractor shall provide and host Contractor's EDM System that may include but not limited to the following:
 - 8.9.8.1 Contractor's EDM System shall store each Medical Record and all component documents indexed as follows:
 - 8.9.8.1.1.1 For Outpatient: by Medical Record Number, Type of Visit, Account Number, Visit Date, HIM Identified Folders.
 - 8.9.8.1.1.2 For Inpatient visit type: by Medical Record Number, Type of Visit, Account Number, Discharged Date, HIM Identified Folders.
 - 8.9.8.1.1.3 For Emergency visit type: by Medical Record Number, Type of Visit, Account Number, Discharged Date, HIM Identified Folders.
 - 8.9.8.2 Contractor shall place imaged documents and associated index information created for LAC+USC HCN on the Contractor's secured server. Contractor shall provide secured FTP site accessible by two factor authentication. Contractor shall limit access to the imaged documents to people authorized by DHS. All access shall comply with HIPAA and shall otherwise meet the security requirements of the County.

- 8.9.8.3 Contractor shall retain scanned images into the Contractor's EDM System until expiration/termination of Contract. After expiration/termination of Contract, Contractor shall provide County self-contained compact disks (CDs) of imaged documents
- 8.9.8.4 Contractor shall ensure that each scanned Medical Record images shall be searchable and retrievable by primary index field (Medical Record Number) fields described in this section 8.9.8.1 above within agreed turnaround times as stated in Attachment A.3, Section II, Table 1, Item 6 for each location described therein. Further, Contractor shall ensure that each scanned Medical Record image shall be searchable and retrievable by the other fields described in Section 8.9.8.1 above and that each such scanned Medical Record image shall be verified for Quality Assurance accuracy, in each case, within twenty-four (24) hours of the applicable agreed turn around time as stated in Attachment A.3.
- 8.9.8.5 [Intentionally Omitted]
- 8.9.8.6 Contractor shall provide County secure online web access to the Contractor's EDM System on twenty-four (24) hours a day; seven (7) days a week basis to people authorized by DHS. Access is secured by two factor authentication, conforms to HIPAA and shall otherwise meet the security requirements of the County.
- 8.9.8.7 Contractor shall be solely responsible for hosting services, including all hardware, software and related services required for the complete process of creating, operating and maintaining the Contractor's EDM System. These services shall also include software and hardware maintenance including, but not limited to, any equipment and/or software upgrades and/or enhancements and back-up and recovery.
- 8.9.8.8 The servers must have an internet connection equivalent to T1 or better located behind a firewall. The servers must contain up-to-date anti-virus software as well as up-to-date security patches for its operating system and associated applications.
- 8.9.9 Contractor shall maintain the ability to simultaneously handle an onsite back-file conversion and onsite day forward operation within the healthcare provider market according to the volumes as mentioned in Attachment A.2.
- 8.9.10 Contractor shall scan documents to meet the agreed turnaround time as mentioned in Attachment A.3. In an event LAC+USC HCN provided

Affinity is unavailable, Contractor Project Manager shall communicate with DHS's County (Contract) Project Manager to determine a revised turnaround time within five (5) days after occurrence of each such event.

8.9.11 If Contractor determines that it needs to index offsite in order to satisfy its obligation under this section 8.9, Contractor shall obtain County (Contract) Project Manager's prior written approval. Any such offsite indexing shall be in accordance with County's security requirements.

8.9.12 Contractor shall comply with HIPAA.

8.9.13 Contractor shall maintain the qualified staff throughout the period of the contract.

8.9.14 Contractor shall own and maintain the Contractor's EDM System throughout the period of the contract. Upon DHS request, Contractor shall provide evidence of such ownership and maintenance of Contractor's EDM System.

8.9.15 Contractor shall store and index images in the format as specified by QuadraMed's Quantim File Conversion Requirements.

8.9.16 Contractor shall maintain an ability to handle spikes in volume in the case of an "event" (disaster or emergency) in the Los Angeles area that may double or even triple the document volume.

8.9.17 Contractor shall maintain disaster recovery and redundancy procedures throughout the period of the contract. Contractor shall perform in accordance with this Section 8.9 for at least 99% of each calendar month.

8.9.18 [Intentionally Omitted]

8.9.19 Contractor shall maintain ability to index from a secured alternate location into the Contractor's web-based repository, in case of "an event" (disaster or emergency).

8.9.20 Contractor shall not remove Medical Records from LAC+USC HCN on-site scanning facilities without DHS's Director's prior written approval, in accordance with LAC+USC HCN Policy Number 400 (effective dated April 19, 2005, subject Health/Medical Record), which states that original health/Medical Records and/or films shall not be removed from LAC+USC HCN component facility of origin except in accordance with the law.

8.9.21 The EDM System shall generate reports using the Contractor's reporting tool as requested by HIM staff and mutually agreed upon by the applicable County's (Contract) Project Manager and Contractor's On-Site Project Manager. Modifications to reports generated by the Contractor's reporting tool are at no additional cost to County beyond the fees set forth on Exhibit B (Pricing Schedule).

8.9.22 Contractor shall image all Medical Records for all inpatient discharges, emergency room visits and outpatient visits at the LAC+USC HCN which occur on and after November 1, 2006

9.0 PERFORMANCE REQUIREMENTS SUMMARY

A Performance Requirements Summary (PRS) chart, Technical Exhibit 2, lists the required services that will be monitored by the County during the term of this Contract. All listings of services used in the Performance Requirements Summary (PRS) are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail. If any service seems to be created in this PRS which is not clearly and forthrightly set forth in the Contract and the SOW, that apparent service will be null and void and place no requirement on Contractor.

When the Contractor's performance does not conform with the requirements of this Contract, the County will have the option to apply the following non-performance remedies:

9.1 CORRECTIVE ACTION PLAN

Require Contractor to implement a formal corrective action plan, subject to approval by the County. In the plan, the Contractor must include reasons for the unacceptable performance, specific steps to return performance to an acceptable level, and monitoring methods to prevent recurrence.

9.2 PAYMENT OPTIONS

Reduce payment to Contractor by a computed amount based on the penalty fee(s) in the PRS.

9.3 CONTRACT OPTIONS

REDUCE, suspend or cancel this Contract for systematic, deliberate misrepresentations or unacceptable levels of performance.

9.4 COMPLIANCE FAILURE

Failure of the Contractor to comply with or satisfy the request(s) for improvement of performance or to perform the neglected work specified within ten (10) days shall constitute authorization for the County to have the service(s) performed by

others. The entire cost of such work performed by others as a consequence of the Contractor's failure to perform said service(s), as determined by the County, shall be credited to the County on the Contractor's future invoice.

This section does not preclude the County's right to terminate the Contract upon ten (10) days written notice with or without cause, as provided in Sub-paragraph 8.39 (Termination for Convenience) of the body of the Contract.

ATTACHMENT A.1

CONTRACT AGENCIES

Contractor provides services under the Contract to the following Agencies (County Departments):

1. District Attorney
2. Probation Department
3. Sheriff Department
4. Department of Public Social Services
5. Public Defender
6. Alternate Public Defender
7. Department of Health Services

ATTACHMENT A.2
ESTIMATED VOLUMES

County estimates the following volumes for conversion under the Contract:

<u>Department</u>	<u>Volume</u>
Sheriff	600,000/month(single sided or 300,000 double-sided)
District Attorney	1,500,000 / month
Probation Department	950,000 / month
DPSS	50,000 microfiche – total
Alternate Public Defender	650,000 / month
Public Defender	1,152,000 / month
Department of Health Services	
– LAC+USC HCN	1,000,000 / month (i.e. 500,000 double sided)

Also approximately 10,000 and 36,000 reels (Sheriff and Probation, respectively) of microfilm and their indices and older records exist that require conversion.

ATTACHMENT A.3

PICKUP AND RETURN LOCATIONS/ON-SITE SCANNING LOCATIONS

I. PICKUP AND RETURN LOCATIONS

Contractor shall use the following locations to perform pickups and returns under the Contract:

1. Sheriff Locations:

Records and Identification Bureau
Document Processing Unit
12440 E. Imperial Hwy, Suite 400W
Norwalk, California 90650

Archive Section
14201 Telegraph Road
Whittier California 90604

Inmate Reception Center (IRC)
450 Bauchet Street
Los Angeles, California 90012

2. District Attorney Locations:

District Attorney Archive Facility
Bureau of Management & Budget
5300 Harbor Street
Commerce, California 90040

3. Probation Locations:

Probation Central Records Section:

320 West Temple Street, Room 100
Los Angeles, California 90012
Attention: Head Clerk

3965 South Vermont Avenue, Third floor
Los Angeles, California 90037

Probation Pretrial Services Division:

433 Bauchet St. Suite 100
Los Angeles, California 90012

550 Bauchet Street
Los Angeles, California 90012

3530 Wilshire Boulevard Suite 501
Los Angeles, California 90012

Probation Budget and Fiscal Services:

9150 East Imperial Highway, Room P73
Budget and Fiscal Services Collection Section
Downey, California 90242
Attention: Collection Manager

4. Department of Public Social Services Locations:

General Services Division
Special Operations Section:
3435 Wilshire Blvd., 8th Floor
Los Angeles, CA 90010

Representative:

Joe Salas (213) 639-5716

Information Technology Division
14714 Carmenita Road
Norwalk, CA 90650

ITD Representatives:

Frank Acedo	(562) 623-2213
Ihab Abdel-Malak	(562) 623-2208
Mary Duringer	(562) 623-2083

5. Alternate Public Defender Locations:

Central Office
35 Hall of Records

320 West Temple St., Room G-35
Los Angeles, CA 90012

Airport Office
11701 South La Cienega, Room 572
Los Angeles, CA 90045

Compton Office
200 West Compton Blvd., Room 505
Compton, CA 90220

Lancaster Office
42011 4th Street West, Suite 1700
Lancaster, CA 93534

Long Beach Office
100 Oceangate, Suite 504
Long beach CA 90802

Norwalk Office
12440 Firestone Blvd., Suite 321
Norwalk CA 90650

Pasadena Office
221 East Walnut Street, Suite 240
Pasadena, CA 91101

Pomona Office
101 West Mission Blvd., Suite 212
Pomona CA 91766

San Fernando Office
303 North Maclay Ave.
San Fernando, CA 91340

Torrance Office
3655 Torrance Blvd., Suite 490
Torrance CA 90503

Van Nuys Office
14553 Delano Street, Suite 211
Van Nuys, CA 91411

Representative:

Robert Meneses (213) 974-8246

Information Technology Division
320 West Temple St., Room G-35

Los Angeles, CA 90012

ITD Representatives:

Jordan Yerian	(213) 893-2042
Bertha Garcia	(213) 893-2041

6. Public Defender Locations:

Santa Fe Springs Warehouse
9830 Norwalk Blvd. Suite 150
Los Angeles, CA 90010

Representative:

Janet Yarbrough	(213) 974-2980
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7. Department of Health Services –LAC+USC HCN Locations:

General Hospital
1200 State Street
Los Angeles, CA 90033
Representative: Blaine Speights (323) 226-6911

Women's and Children's Hospital
1240 N Mission Road,
Los Angeles, CA 90033
Representative: Jackie Hill (323) 226-3077

El Monte CHC
10953 Ramona Blvd
El Monte CA 91731
Representative: Charles Onukwa (626) 579 8369

Claude Hudson CHC
2829 S. Grand Ave
Los Angeles CA 90007
Representative: Jerri Flowers (213) 744 3615

Edward E Royball CHC
245 S Fetterly Ave
Los Angeles CA 90022
Representative: Donald Young (323) 780 2255

II. ON-SITE SCANNING LOCATIONS

1. DEPARTMENT OF HEALTH SERVICES – LAC+USC HCN

Location	Scanning Medical Records	On-Site Scanning Area
General Hospital	Outpatient Department <ol style="list-style-type: none"> 1 Outpatient visit Medical Records are generated by clinics from Monday to Saturday before 6:00 p.m. 2 Delivery time – On each day, Contractor shall pickup the outpatient visit Medical Records from the designated area in the scanning location at 6:00 PM 3 Estimated approximately 1,000 Medical Record per day. 4 An average of Three (3) pages per Medical Record. 5 An average of 4,500 images per day. 6 Turnaround Time – 14 hours to digitize, conduct quality assurance and index each day's Medical Records and store images into Contractor's EDM System from time of its physical delivery.(Latest available by 9:00 am next day) 	1 Room 309 A <ol style="list-style-type: none"> 1.1 The room will be used as a scanning area for, but not limited to, Outpatient Department Medical Record 1.2 Approximate Space -14 feet X 14 Feet 2 Room 309 B <ol style="list-style-type: none"> 2.1 The room will be used as a scanning area for, but not limited to, Outpatient Department Medical Record 2.2 Approximate Space -12 feet X 10 Feet

General Hospital	Emergency Department <ol style="list-style-type: none"> Emergency Medical records are generated by Emergency room 7 days a week for all 24 hours Delivery time – On each day, Contractor shall pickup the emergency room Medical Records from the designated area in the scanning location at 6:00 AM., 12:00 noon, 6:00 PM Approximately 400 Medical Record per day. An average of Ten (10) pages per Medical Record. An average of 5,200 images per day. Turnaround Time - 6 hours to digitize, conduct quality assurance and index each day's Medical Records and store images into Contractor's EDM System from time of its physical delivery. Goal is to image all documents continuously. 	1 Room 437 <ol style="list-style-type: none"> The room will be used as a scanning area for, but not limited to, Emergency Department Medical Record Approximate Space -10 feet X 19 Feet
General Hospital	Inpatient Department <ol style="list-style-type: none"> Inpatient Medical Records are generated by wards, 7 days a week for all 24 hours Delivery time – On each day, Contractor shall pickup the inpatient wards Medical Records 	1 Room 1635 <ol style="list-style-type: none"> The room will be used as a scanning area for, but not limited to, Inpatient Department Medical Record

	<p>from the designated area in the scanning location at 7:00 AM and 7:00 PM</p> <p>3 Approximately 100 Medical Record per day.</p> <p>4 An average three (3) inches thick per Medical Record</p> <p>5 An average of 27,000 images per day.</p> <p>6 Turnaround Time - 24 hours to digitize, conduct quality assurance and index each day's Medical Records and store images into Contractor's EDM System from time of its physical delivery.</p> <p>7 Goal is to image all documents continuously.</p>	<p>1.2 Approximate Space -10 feet X 10 Feet</p> <p>2 Room 335</p> <p>2.1 The room will be used as a scanning area for, but not limited to, Inpatient Department Medical Record</p> <p>2.2 Approximate Space -33 feet X 11 Feet</p>
Women's and Children's Hospital	<p>Outpatient Department</p> <p>1 Outpatient Clinics physical Medical Records that are returned to HIM department after the patient visit will be available to the Contractor for pickup at designated area in a scanning location on each day from Monday to Saturday at 6:00 p.m. on such day.</p> <p>2 Delivery time – On each day, Contractor shall pickup the outpatient visit Medical Records from the designated area in the scanning location at 6:00 PM.</p> <p>3 Approximately 700 Medical Record per</p>	<p>1 Trailer 7c</p> <p>2.1 The room will be used as a scanning area for, but not limited to, Outpatient Department and Inpatient Department Medical Record</p> <p>2.2 Approximate Space -14 feet X 14 Feet</p>

	<p>day.</p> <p>4 An average of Two (2) pages per Medical Record.</p> <p>5 An average of 1,820 images per day.</p> <p>6 Turnaround Time – 14 hours to digitize, conduct quality assurance and index each day's Medical Records and store images into Contractor's EDM System from time of its physical delivery. (Latest available by 9:00 am next day)</p> <p>Inpatient Department</p> <p>1 Medical Records are currently generated 7 days a week for all 24 hour</p> <p>2 Delivery time – On each day, Contractor shall pickup the inpatient wards Medical Records from the designated area in the scanning location at 7:00 AM and 7:00 PM</p> <p>3 Approximately 60 Medical Record per day.</p> <p>4 An average of three (3) inches per Medical Record.</p> <p>5 An average of 18,000 images per day.</p> <p>6 Turnaround Time - 24 hours to digitize, conduct quality assurance and index each day's Medical Records and store images into Contractor's EDM System from time of its</p>	
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	physical delivery.	
7	Goal is to image all documents continuously	

EXHIBIT B**PRICING SCHEDULE****A. FIXED PRICE FOR DOCUMENT IMAGING SERVICES**

Contractor's base fixed price for the following document imaging services. No other costs or out-of-pocket expenses are covered in this agreement. Payments shall be made on the invoices for approved deliverables.

All required hardware, software, materials, other costs or out-of-pocket expenses and Contractor's site expenses for the document imaging services shall be provided by the Contractor in the base fixed price.

Contractor negotiated unit price for imaging on a per service basis. This unit price quote shall include the cost for meeting all requirements of this agreement, unless otherwise provided for herein, including but not limited to, document preparation, imaging, enhancing the image, indexing (as defined in Sections 8.2.15, 8.3.11.2, 8.4.16, 8.6.4, 8.6.5, 8.7.10, 8.8.10 and 8.9 of the SOW), microfilm conversion, uploading into County systems, online availability/storage and downloading onto CD's/DVD's.

1. Off-Site Scanning

SECTION	PRICE COMPONENT	PRICE		
		0 Indices	1-3 Indices	4-6 Indices
Exhibit A	Cost per Image captured off-site	.037	.037	.045
Exhibit A	Cost per image scanned off-site, auto Imaged, Indexed and Uploaded Microfilm Reel	.037	.037	.045
Exhibit A	Cost per Self Contained Compact Disk (CD) or Digital Video Disk (DVD) with Images Pending Importation	\$5.00 per CD \$20.00 per DVD		
Exhibit A	Cost for Direct Web Access to Images Pending Importation	Included		
Exhibit A	Cost Per Document Search Prior to Image Availability Above 25 Search Requests per Week	\$5.00 per Request		
Exhibit A	Cost per Index/Transmittal Sheet Created for Box Arriving Without One	\$10.00 per Transmittal		

Exhibit A	Monthly Cost per Box for Storage	\$.40 per box for first six months \$.50 per box for storage seven months and greater
Exhibit A	Cost per lb. for Document Destruction	\$.21 per pound

2. On-Site Scanning *

SECTION	PRICE COMPONENT	PRICE
Exhibit A	On-Site Document Pre-Imaging Preparation Fee (DHS only -- Section 8.9.3)	\$0.015 per document
Exhibit A	On-site Document Pre-Imaging Examination Fee (DHS only -- Section 8.9.4)	\$.08 per document
Exhibit A	Manual Indexing Fee (DHS only -- Section 8.9.6.7; only applicable files)	\$.005 per key stroke
Exhibit A	Cost per Image captured on-site (DHS only)	\$.037 per document
Exhibit A	Archival, Retrieval and Upload Fee (DHS only - Section 8.9.8 includes services under Section 8.9.7)	\$.025 per image hosted

* Cost per Self Contained Compact Disk (CD) or Digital Video Disk (DVD) with Images Pending Importation is same as under A.1 above. All prices above are based on non-recurring cost of each document/image.

B. COST FOR MICROFICHE CONVERSION

Process	Quantity	Cost Estimate Per Unit	Total
# of microfiche	50,000	\$10.00	\$500,000.00
# of microfiche images	14,000,000	\$0.045	\$630,000.00
# of DVDs created	50,000	\$20.00	\$1,000,000.00

Cost/frame: \$0.15214

C. COST FOR COLOR PHOTOGRAPH CONVERSION*

SECTION	PRICE COMPONENT	PRICE
Exhibit A	Cost per color photograph	\$.40 per page scanned

* Cost per Self Contained Compact Disk (CD) or Digital Video Disk (DVD) with Images Pending Importation, for Direct Web Access to Images Pending Importation, per Document Search Prior to Image Availability Above 25 Search Requests per Week, per Index/Transmittal Sheet Created for Box Arriving Without One and Monthly Cost per Box for Storage are same as under Attachment A.1 above.

EXHIBIT E
COUNTY'S ADMINISTRATION
CONTRACT NO. 75245

COUNTY PROJECT DIRECTOR:

Name: Felix Basadre
Title: Assistant Director, Information Systems Advisory Body
Address: 12750 Center Court Drive Suite 500 Cerritos CA
Telephone: 562-403-6505
Facsimile: 562-809-3049
E-Mail Address: fbasadre@isab.co.la.ca.us

COUNTY (CONTRACT) PROJECT MANAGER (District Attorney):

Name: Lynn Vodden
Title: Chief Information Officer
Address: 12750 Center Court Drive Suite 500 Cerritos CA
Telephone: 562-403-6605
Facsimile: 562-402-4460
E-Mail Address: lvodden@da.co.la.ca.us

COUNTY (CONTRACT) PROJECT MANAGER (Sheriff):

Name: Guninder Singh
Title: Assistant Director, Public and Law Enforcement Services
Address: 12440 E. Imperial Hwy Suite 400W Norwalk CA
Telephone: 562-465-7810
Facsimile: 323-415-2546
E-Mail Address: GKSingh@lasd.org

COUNTY (CONTRACT) PROJECT MANAGER (Probation):

Name: Zandra Carruthers
Title: Director, Central Records Section
Address: 500 West Temple St. Room 180 Los Angeles CA
Telephone: 213-974-9035
Facsimile: 213-229-0640
E-Mail Address: zcarruthers@probation.org

COUNTY (CONTRACT) PROJECT MANAGER (DPSS):

Name: Frank Acedo
Title: Information Systems Supervisor-In-Charge
Address: 14714 Carmenita Road, Norwalk, CA 90650
Telephone: 562-623-2213/2214
Facsimile: 562-623-3265
E-Mail Address: FrankAcedo@ladpss.org

COUNTY (CONTRACT) PROJECT MANAGER (Alternate Public Defender):

Name: Jordan Yerian
Title: Division Chief
Address: 320 West Temple St. Los Angeles, CA 90012
Telephone: 213-893-2042
Facsimile: 213-633-0976
E-Mail Address: jyerian@apd.co.la.ca.us

COUNTY (CONTRACT) PROJECT MANAGER (Public Defender):

Name: Noble Kenamer
Title: Marketing Director
Address: 12750 Center Court Drive Suite 500, Cerritos, CA 90703
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Facsimile: 562-893-5120
E-Mail Address: nkenamer@isab.co.la.ca.us

COUNTY (CONTRACT) PROJECT MANAGER (Department of Health Services):

Name: Blaine Speights or designee
Title: Associate Hospital Administrator, LAC+USC HCN
Address: 1200 N State Street, Los Angeles 90033- Room 437
Telephone: (323) 226 6911
Facsimile: (323) 226 3660
E-Mail Address: bspeights@lacusc.org